



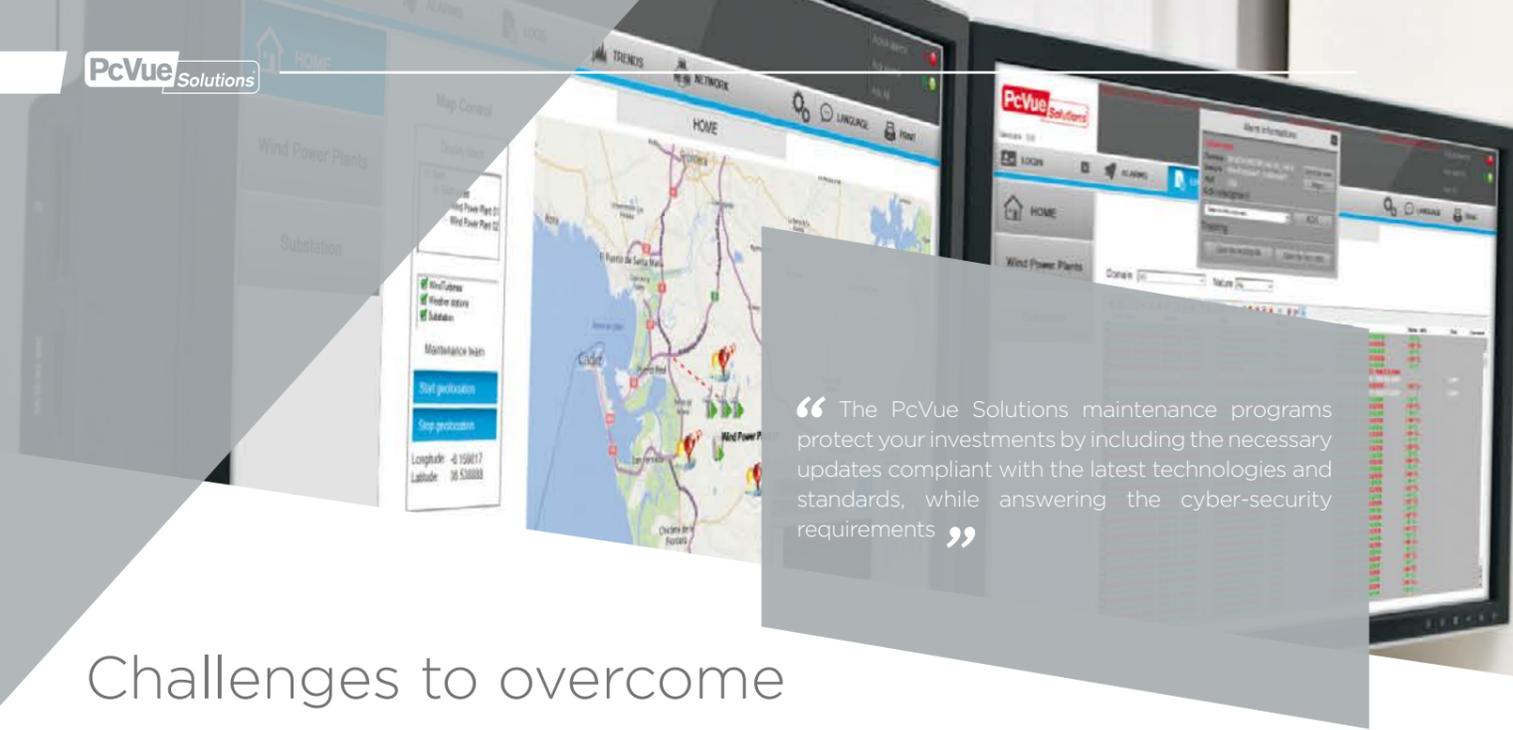
Your Independent Global **SCADA** Provider



Client Support and Software Maintenance

PRESERVE YOUR INVESTMENT

www.pcvuesolutions.com



“ The PcVue Solutions maintenance programs protect your investments by including the necessary updates compliant with the latest technologies and standards, while answering the cyber-security requirements ”



“ We develop our solutions based on Microsoft platforms and standards for the computer industry ”

Challenges to overcome

The generalization of ever changing IT methods in automation systems shows the inadequacy between the sustainability of solutions and constantly developing technologies. The most common platforms now have a renewable cycle of 2 to 3 years. Yet, investments are usually planned over 5, 10 years or more in some cases.

In the meantime, the expectations surrounding the availability rate of SCADA systems never stop to grow and do not allow a continuous modification of its components. The security conditions of installations also require a high qualification of the operations resources and longevity.

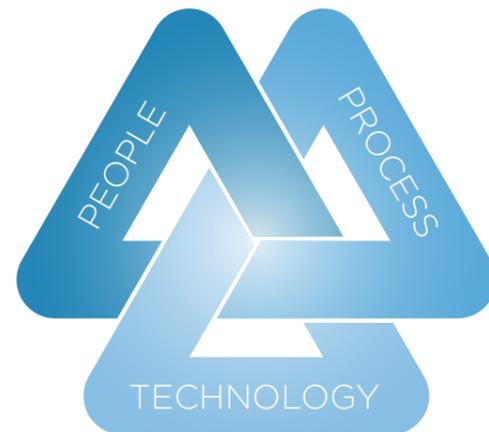
Moreover, with the adoption of smart mobile devices SCADA Solutions users need a permanent access to technical resources and information for better decision making.

Our PcVue Solutions Maintenance Programs contribute to take-up these challenges.

Protect your investments with our maintenance programs

You have made significant investments to improve the performances of your installations and wish to secure them through time while keeping the control of your budget. PcVue Maintenance Programs protect your investments by bringing you necessary updates in line with actual standards and technologies.

You can also benefit from the technical hotline support, the 24/7 access to our web knowledge base and other added value services.



Software Update

Choosing a unique evolving platform

ARC Informatique designs its offer on the basis of Microsoft platforms and standards of automation, providing an access based on the most recent technologies such as ASP.net, HTML/JavaScript, and ADO.NET. The integration of Microsoft's more popular infrastructures like VBA, SQL Server, Azure SQL Database, Active Directory and IIS, is also facilitated.

Technological excellence

The longevity of solutions lies in relevant tools and methods choices proposed by software editors, to help maintaining a consistent product offer through time. Thanks to an active technological watch and a partnership with institutions like the OPC Foundation, ARC Informatique integrates components ensuring an interoperability with the other constituents of the automation system, or with third-party industrial software applications (ERP, CMMS, SPC...).

Easy migration of project

To let you set your own path when it comes to integrating the latest updates and migrate on new operating systems, ARC Informatique maintains N and N-1 versions of its products. Different versions of our software can cohabitate within the same client or server architecture, allowing the users to implement new applications while keeping installed ones. Operators can plan the evolution of an application according to their will and own financial and exploitation constraints.

Patch Management

ARC Informatique continuously improves and fixes malfunction on current versions. A specific corrective patch can be delivered as an update, without waiting for the next release. Next release version is subjected to a complete qualification phase and includes all patches and new features.

Upward compatibility

Regardless of the technologies and environments surrounding our products, sustainability also relies on the persistence of our offer.

Since the first versions of PcVue in a Windows environment, ARC Informatique has always committed to ensure:

- ✓ Support of product features from version N to version N+1
- ✓ Ascending compatibility of your applications
- ✓ Migration of historical data sets



Technical support

To assist our partners in the commissioning of their solutions, ARC Informatique proposes:

Phone or email support

The technical support is fully managed by the PcVue teams, who master perfectly the entire range of the PcVue Solution offer, ensuring fast and adapted answers.

All support cases (or tickets) are tracked and supervised until the closing of the case. If necessary, ARC Informatique can assign a unique technical engineer for facilitating the follow-up and reducing the treatment time. In addition, a remote control is also possible if the access conditions to internet on site allow it.

PcVue clients and partners with a maintenance contract have a privileged access to our Hot Line.

ARC Informatique is ISO 9001 certified (quality management systems standards) and regularly conduct satisfaction surveys that showcase a large majority of positive feedback regarding the quality of our support. These opinion polls are an integral part of the ISO 9001 certification.

✓ Phone or email support:

hotline : +33 1 41 14 36 25

email : services@arcinfo.com

✓ Technical website:

support.pcvuesolutions.com

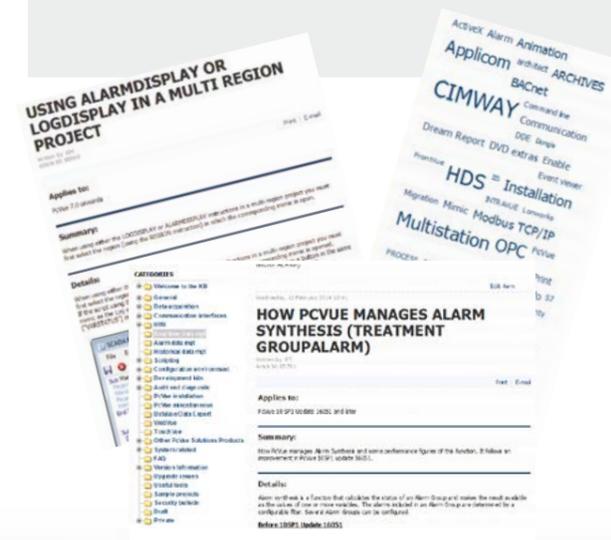
Technical website and video tutorial

ARC Informatique proposes a wide range of technical resources to its partners for an optimized resolution of issues.

KNOWLEDGE BASE

Our knowledge base, available 24/7 on our website <http://support.pcvuesolutions.com>, allows an access to hundreds of articles such as FAQ, workarounds, tips and downloadable PcVue projects samples.

Technical documentation (Online Help, readme and release notes information) is also available on the PcVue solutions portal.



VIDEO TUTORIALS

In order to approach in the simplest way our product offering, we provide numerous video tutorials on the PcVue YouTube channel. They offer a discovery of the new features of each version, as well as an approach of the fundamentals of our SCADA Software PcVue.

SUBSCRIBE TO A MAINTENANCE CONTRACT AND PRESERVE YOUR INVESTMENTS

Protect your investments thanks to our maintenance contracts covering update of your software.

Your Independent Global SCADA Provider

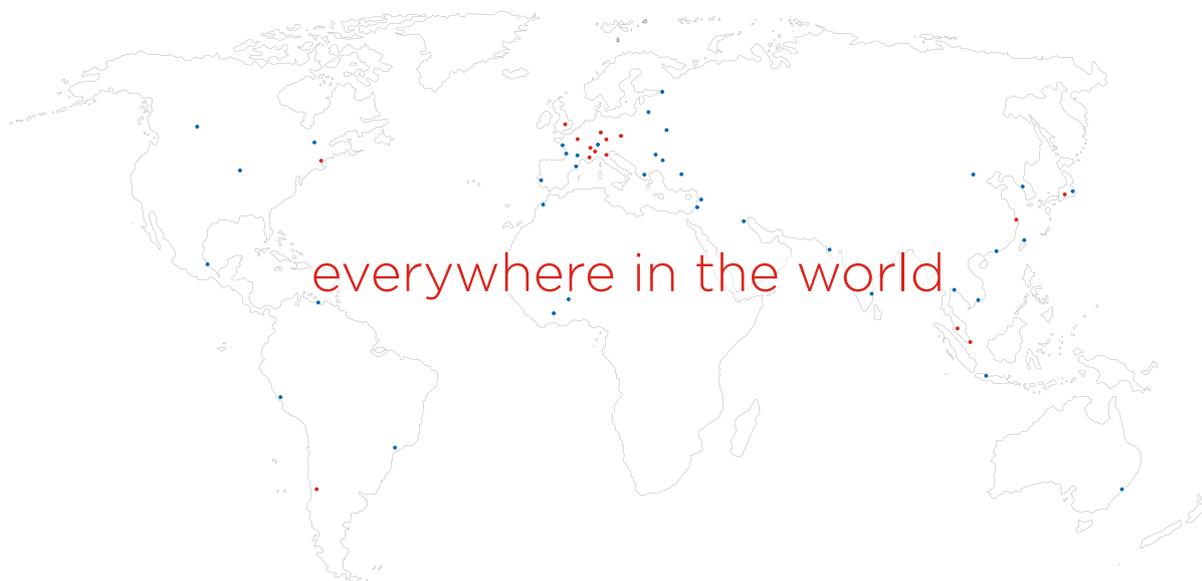


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