

**KLINKMANN**

Klinkmann Customer Services for AVEVA – Empowering Your Industrial Success

Supporting you to make better products

Welcome to Klinkmann Customer Services, your strategic partner in industrial digital transformation and operational excellence.

With over 20 years of experience with AVEVA platforms, Klinkmann now offers a comprehensive suite of customer services designed to support AVEVA software users, industrial clients as well as machine builders and technology companies across all sectors.

Klinkmann's certified partner network is available for project engineering for all the main industries.

What We Offer

1. Proactive Lifecycle Support

- **System Monitoring & Maintenance:** Working hours (and 24/7) monitoring of AVEVA and other core systems to ensure uptime and performance.

- **Software Updates & License Management:** Continuous access to the latest software versions and simplified license upgrades. Migration installations.
- **Technical Hotline:** Direct access to certified support engineers with rapid response times and high resolution rates.

2. AVEVA Customer FIRST Program Integration

- **Tailored support levels** for steady state or mission-critical applications.
- **Accelerated troubleshooting and expert guidance** during installation, upgrades, and optimization.
- **Optional productivity services** to boost adoption and performance.

3. Digital Transformation and AI Services

- **SCADA & MES Optimization:** Implementation and enhancement of AVEVA-based supervisory and execution systems.
- **AI and Operations Control:** Data-centric solutions for design, compliance, and operational visibility
- **Workforce Enablement:** Training and digital workflows to upskill teams and improve operational agility.

4. Consulting & Advanced Applications /Klinkmann MI (Machine Intelligence) co-design team

- **Project Services:** Deployment of advanced applications like Dream Report, ThinManager and Matrikon.
- **Organizational Change Management:** Support for cultural and procedural transformation during technology adoption.
- **Klinkmann MI team, Machine Intelligence:** Offering co-design, co-development and piloting services and support to machine builders and other technology companies.
- **Custom Integrations:** Seamless integration of AVEVA with third-party platforms and hardware.

5. Knowledge & Training Resources

- **Access to Klinkmann's Knowledge Center** with FAQs, guides, and tutorials.
- **Instructor-led and online training programs** for AVEVA and related technologies.
- **Certification paths** for system integrators and technical teams.

Why Klinkmann?

- **Local Expertise, Global Standards:** Deep understanding of regional industrial needs with global best practices.
- **Trusted AVEVA Partner:** Decades of experience in delivering AVEVA solutions across industries.
- **Customer-Centric Approach:** Flexible service tiers and personalized support in phases of the project to match your business goals.

Let Klinkmann be your partner in performance, reliability, and innovation

Whether you're optimizing existing systems or embarking on a full-scale digital transformation, our customer services are here to ensure your success – every step of the way.

