



# Support Plans

PROTECT YOUR INVESTMENT, MITIGATE YOUR RISK



# Support Plans

**AT AFFINITY ENERGY**, we do more than just design, develop, install, and commission SCADA systems for mission critical facilities and renewable generation plants; we provide our customers with customized support plans to protect your SCADA or EPMS investment.

## PROGRAM BENEFITS

### Risk Mitigation

- Diminishing your organization's risk against unplanned downtime, financial loss, and damage to your reputation
- Staying current of ever-changing standards, protocols, and cyber threats with access to updated interfaces and information about important security vulnerabilities
- Managing inventory of network devices, gateways, and input/output equipment to ensure viability of critical assets.

### Convenience

- Reducing down-time by providing priority response to resolve mission critical problems by a dedicated engineer who will assist with problem diagnosis, troubleshooting, and resolution
- Maintaining and updating your system's documentation, which is accessible by both Affinity Energy technical support personnel and the owner

### Economic Savings

- Discounts on additional services

Trusting Affinity Energy with their critical facility monitoring SCADA system for almost 20 years

**“** Affinity Energy's platinum support plan allows JLL to not only receive expert support in a timely manner, but it also allows us to have peace of mind knowing that our system is kept in tip top shape. One good example of the proactive nature that Affinity Energy brings to the table is the recent migration from the outdated Wonderware system to the Inductive Automation Ignition system. Affinity Energy operates as a managed service provider. They take care of all aspects of our system 24/7/365. We consider Affinity Energy to be an extension of our team allowing JLL to meet its service level agreement for the Bank of America critical infrastructure in the Carolinas.

**STEVE MALEJKO**, Jones Lang LaSalle

## SUPPORT PLANS TO FIT YOUR NEEDS

### ★ Silver ★

**Silver:** The entry-level support plan, that includes priority response, preventive maintenance, and secure on-line file hosting among other support elements to protect your investment.

**Gold:** The gold plan incorporates essential support elements that can be valuable for owners who want to further reduce system disruptions or downtime. For example, including technical field support can shorten the field representative's dispatch time since the processing of

### ★ Gold ★

the request and corresponding purchase order, or work order is eliminated. Additionally, Gold plan members benefit from Affinity Energy's management and maintenance of your system's spare parts. Therefore, we can act quickly to replace a failing component.

The gold plan is also a good fit for owners who would prefer to be on more of a fixed budget since additional costs due to time and materials-related services and parts is minimized.

### ★ Platinum ★

**Platinum:** The platinum plan is ultimate support plan. As part of this comprehensive plan, Affinity Energy strives to further increase the availability and reliability of your system by including remote monitoring and system administration. System administration can be beneficial to owner's who have limited resources when it comes to information technology or prefer a single point of accountability when it comes to their investment.

Regardless of the support plan you chose, all support plan customers receive the following benefits:

- **Priority** - Your request receives the highest priority when we allocate resources. Additionally, you will receive a customized routing within our technical support phone system.
- **Ticketing System Access** - request and track the status of issues using an on-line system.
- **Online File Hosting Service** - All relevant system documents are stored on a dedicated and secure web file host.

Benefit	Silver	Gold	Platinum
Priority Response with SLA	X	X	X
Discount on Additional Services	X	X	X
Ticket System Access <sup>1</sup>	X	X	X
Documentation using Secure On-Line Repository	X	X	X
Remote Support <sup>2</sup>	X	X	X
Scheduled System Health Checks and Audits <sup>3</sup>	X	X	X
Spare Parts and Inventory Management		X	X
Configuration Management		X	X
Remote Monitoring			X
System Administration			X
Special Provisions <sup>4</sup>		Optional	Optional

<sup>1</sup>On-Line system to submit and review status of requested support issues.

<sup>2</sup>Requires owner to allow secure remote access.

<sup>3</sup>Scheduled system health checks can be remote and/or on-site.

<sup>4</sup>Special provisions allow for specific materials and/or services not covered as part of the support plan.

## Making 100% uptime of critical facility data centers a reality with support from Affinity Energy

As part of Affinity Energy's gold support plan, DC BLOX can access the support portal to submit tickets for service issues or configuration needs which really streamlines the process and allows us to properly communicate, analyze and prove the worth of this plan and ultimate need for our operations teams. DC BLOX operations teams are responsible for 100% uptime of our respective data centers and have been able to make this a reality with our critical facilities thanks to Affinity Energy's professionalism and knowledge. Allan's leadership skills at Affinity Energy are displayed through every aspect of our daily involvement in projects and continued operational support.

**JEFF WILLIAMS**, VP-Data Center Operations at DC BLOX, LLC (A multi-tenant data center colocation provider in the Southeast, US)

## OUR EXPERIENCE

We have **extensive** experience providing support plans for:



Data Centers



Healthcare Facilities



Military Bases and Campuses



Manufacturing

We have a support plan for you | [Contact us to get started »](#)

Contact us today to learn more about protecting your investment.

