



## Summary

Wonderware Mobile Solutions offers a complete line of professional services, training and product support to allow you to get the maximum return in the shortest possible time with your Wonderware Intelatrac system.

## Business Value

- Accelerated time to value
- Helps ensure adoption of best practices
- Shortens learning curve by field staff
- Helps improve acceptance by field staff
- Helps eliminate "false starts"
- Minimizes system downtime and accelerates issue resolution



# Intelatrac Services, Training and Support

## GAIN THE MAXIMUM RETURN WITH INTELATRAC

Wonderware Mobile Solutions can augment your staff by offering comprehensive Intelatrac® services for system design and implementation, user training and product support, thereby helping to accelerate your Intelatrac implementation and ensuring that you achieve your ROI as quickly as possible.

Our highly experienced staff of service and support engineers can help ensure Intelatrac is installed properly and your field tasks and procedures are well designed. They can keep your Intelatrac software up-to-date with the latest version to make sure you can take advantage of the newest features and functionality. And, if you have a question our knowledgeable support engineers can get you an answer - fast. Wonderware Training provides the necessary user training so your people can manage and operate your Intelatrac system in a proactive manner.



## INTELATRAC ASSESSMENT SERVICES

Intelatrac Assessment Services can provide you with an accurate understanding of your site's readiness for an Intelatrac implementation. This program includes system sizing, scoping, team requirements and scheduling, providing your organization with a road map for all activities which need to be addressed to provide the best opportunity for an accelerated and successful implementation. In addition, site readiness is also evaluated based on the information content presently available. Any implementation gaps which may exist, with regard to any of the above, are identified along with the approach to closing out the gaps, insuring a thorough installation approach.

Pre-installation Intelatrac Assessment Services are offered by Wonderware Professional Services and key Wonderware Services Partners certified on the most current versions of Intelatrac.



## INSTALLATION SERVICES

Wonderware Professional Services provides complete installation services for the IntelTrac system, including:

- Database Server installation and set up
- Synchronization server installation and set up
- Desktop IntelTrac application installation and set up
- Mobile IntelTrac applications installation and set up

Integration services to plant databases and CMMS systems are also available, as well as assistance with networking and communications challenges for traditional wired or wireless implementations of the IntelTrac system.



## INTELTRAC APPLICATION CONSULTING AND DEVELOPMENT SERVICES

Application consulting services provide assistance in the development of the IntelTrac database application. This includes:

- Best practice techniques for defining roles and responsibilities
- Setting up equipment and asset information
- Configuring operator responses, log information and data filters for enhanced reporting
- Configure complete operator rounds (procedures, response lists, notes and scheduling)

Using best practices developed over 15 years in key process manufacturing industries, our professional service engineers can help you implement an IntelTrac solution that improves Operational Reliability, Equipment Stewardship and Organizational Accountability.

We use a template based approach which codifies Best Practices around Energy, Reliability and Compliance all in support of your business KPIs.

## INTELTRAC IMPLEMENTATION AUDIT SERVICES

A Wonderware Professional Services audit can help you analyze your collected data, maintenance information and other data sources to define the benefits achieved by your IntelTrac implementation.

This service will allow you to determine if you are using IntelTrac best practices in your implementation and will identify areas where you can improve your system—helping you drive higher future returns from your IntelTrac system.

## INTELATRAC TRAINING

Implementing a Wonderware IntelaTrac system at your plant? One of the smartest investments you can make is in your people through proper training offered by Wonderware Training. Our professional course developers and instructors deliver the useful, and practical training that can turn your field operators and technicians into IntelaTrac SuperUsers.

Below are short descriptions of our IntelaTrac training offerings which are offered regularly at our Wonderware Mobile Solutions training facility or can be held on-site if you prefer.

## INTELATRAC SUPERUSER TRAINING

The 5-day IntelaTrac SuperUser course is an instructor-led class that provides lectures and hands-on labs designed to provide a basic understanding of the capabilities of the IntelaTrac system along with the skills to properly administrate the system.

This course addresses the following core IntelaTrac concepts and functionality:

- Building Procedures and Tasks
- Scheduling Field Tasks and Rounds
- Setting up data filters for more accurate reporting
- Configuring a Mobile Device
- Working with Mobile IntelaTrac on a Mobile Device
- Setting up Auditor Plus and results reporting
- Setting up IntelaTrac Web Reports
- Basic IntelaTrac integration capabilities with third party systems

Also covered are the following administration skills:

- Installation and set up of Database Server, Sync Server and IntelaTrac client applications
- Set up of IntelaTrac Services, Web Server and Mobile Manager
- Set up of ODBC Connections
- Import of Asset Lists and User Lists
- Set up of RFID configuration utility
- Set up of system security, user groups and users
- Set up of Bases and Assets





## INTELATRAC SUPPORT AND MAINTENANCE

### Support You Can Rely On

The IntelatrAc support group is comprised of knowledgeable and friendly associates who resolve customer issues as quickly and accurately as possible. Our team of experts is easily accessible via email, live telephone or via the Web. We make every effort to ensure your IntelatrAc System performs to your expectations, and to keep your mobile employees productive without interruption.

### Annual Software Support & Maintenance

Wonderware Mobile Solutions' annual software support and maintenance agreement provides your company with the latest system enhancements and technical support to ensure that your IntelatrAc system is taking advantage of the latest updates and is running efficiently.

Wonderware has invested in the latest tools and applications to enable us to support your organization accurately and quickly. Our goal is to ensure that your IntelatrAc system is running at the highest level of performance and with the latest version of IntelatrAc. In addition, the annual IntelatrAc software support and maintenance agreement provides your company with access to Wonderware's technical support, engineering, quality assurance, and on-site support teams, to ensure rapid support and resolution to technical issues.

### The IntelatrAc software support and maintenance agreement includes the following technical service, support and upgrades:

- Customer assistance and technical phone support is available from 7:00am to 7:00pm (CST) for help with troubleshooting IntelatrAc system interruptions. Wonderware Customer Support provides multiple access paths including live phone assistance, online assistance and real-time direct access.
- Software upgrades, new releases, and enhancements of the IntelatrAc software modules purchased in the original system.
- Hot fixes and service packs as needed between major releases.
- On-site technical support billed on an hourly or daily basis at standard rates plus travel.



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