



# 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 their 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 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One good example of the proactive nature that Affinity Energy brings to the table is the recent migration from the outdated Wonderware system to the Inductive Automation Ignition system.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 financial institution critical infrastructure in the Carolinas.

**STEVE MALEJKO**, Jones Lang LaSalle

## SUPPORT PLANS TO FIT YOUR NEEDS

Support Element	Silver	Gold	Platinum
Priority Response	X 8 AM - 5 PM, Mon-Fri SLA Response within 24 Hrs Field Support - Unavailable	X 8 AM - 5 PM, Mon-Fri SLA Response within 8 Hrs Field Support - Upon Availability	X 8 AM - 5 PM, Mon-Fri SLA Response within 4 Hrs Field Support within 24 Hrs
Custom Ticketing Portal & Access	X	X	X
Remote Support	X	X	X
Preventative Maintenance	X Remote <b>OR</b> Onsite	X Remote <b>AND</b> Onsite	X Remote <b>AND</b> Onsite
Field Support	—	X	X
Configuration Management	—	X	X
24/7 Remote Urgent Issue Support & Dedication Escalation Extension	—	—	X
Secure Online File Hosting	—	—	X
Documentation	—	—	X
Remote Monitoring Diagnostics	—	—	X
Discount on Additional Services	X	X	X
<i>Special Provisions</i>	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
<i>System Administration</i>	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
<i>Spare Parts Inventory Management</i>	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
<i>T&amp;E - Support Plan Customer Discount Applied</i>	<i>As Needed</i>	<i>As Needed</i>	<i>As Needed</i>

**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



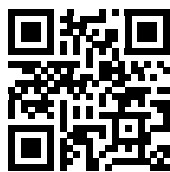
Medical Campus Central  
Utility Plants



Renewable Energy Power  
Plants



Manufacturing



We have a support plan for you

For more information

**SCAN HERE!**

Contact us today to learn more about protecting your investment.

