

A photograph of two men in business attire shaking hands in an office. The man on the left is older with grey hair and a beard, wearing a light blue shirt and a dark tie. The man on the right is younger, wearing a light blue shirt. They are both smiling. The background shows office windows and a desk with a laptop.

System Integrator Alliance Partner Program

schneider-electric.com

Life Is On

Schneider
Electric



Dear Schneider Electric SI Alliance Partner,

For those partners who are joining us for the first time, welcome to the program, and for our renewing members, welcome back!

Schneider Electric has a long history of close cooperation with system integrators and, through the System Integrator Alliance Partner Program, we have delivered valuable solutions to end users by combining our unique strengths.

The SI Alliance Program is designed to help build your business by leveraging Schneider Electric's best-in-class product and solution offers. By working together, we can deliver the very best solutions to ensure our mutual customers reach their full potential across the process and energy efficiency domains.

Your passion for the automation business, openness to new ways of addressing your customers' needs, and availing yourself of the benefits and activities associated with the SI Alliance Partner Program will combine to help you outperform others, and distinguish you as a trusted advisor to your customers.

Enclosed you will find information about the program, exclusive benefits and information on the software pack installation. If you have any questions about the program, please do not hesitate to contact your local System Integrators Channel Manager.

Sincerely,
Madiha Khalfi
Alliance Program Director

More about the program

The SI Alliance Partner Program is designed to create a global and local network of system integrators who share the key values of Schneider Electric.

We work together to support you delivering industry leading automation solutions, using Schneider Electric product and technologies. The foundation of the SI Alliance Partner Program is built on the following objectives:

- > reinforce our commercial and technical cooperation in order to generate more business
- > enhance your skills and the skills of your engineers on our offers and technologies
- > provide you with top notch support to successfully deliver your projects
- > leverage our digital platform to provide you with effective and up to date information.

The System Integrator Alliance program has two levels of partnership:

Alliance Partner

This is the entry level to the program. To join and maintain this level of the program your organization has demonstrated technical competence in one or more of the offers in our portfolio, through proven projects as well as participation with the engineer training and certification program.

Certified Alliance Partner

This is the highest level of the program and is achieved once your company has proven their technical expertise in one or more offers in our portfolio. This is demonstrated by delivering multiple projects in a one-year time frame and the fact that you and your colleagues have successfully completed the training and certification programs available to you.

Program levels

Specialties to differentiate your business

To encourage and support a strong, mutually beneficial relationship with our Alliance Partners, we designed multiple scopes within the program, with corresponding benefits that address different business requirements.

> **PlantStruxure:**

This scope encapsulates the entire process automation offering for industry, from the plant floor to the control room. These partners have a broad range of experience across all of our automation software and hardware.

> **PES:**

Our PES scope is designed to meet the needs of customers who require a system integrator to deliver their integrated control system or DCS projects.

> **Telemetry:**

Our Telemetry Alliance partners are highly experienced in delivering wide-area network SCADA, RTU and radio solutions in the Water and Wastewater, Oil and Gas and other industries.

> **SCADA (Citect):**

These partners have extensive, specialized experience in delivering SCADA/HMI software projects and solutions, and they are the premium choice for customers with these kinds of projects using Citect product.

PlantStruxure Alliance Software Pack

The PlantStruxure Alliance Software Pack is one of the core deliverables of the program and as our valued Partner we are pleased to provide you with the latest version. As part of the pack you have access to the software that you need to design, test, commission and maintain your automation projects.

As part of the PlantStruxure Alliance Software Pack you also benefit from the following:

Online software content

Access to an extensive range of Schneider Electric software, including service packs, which are available for download via the Virtual Campus – <http://www.vcampus.schneider-electric.com/partners>.

Some software may require authorization.

12 month subscription for software updates

Licensed software in this pack comes with a 12-month software update subscription. New releases, patches and hot fixes will be published on the Virtual Campus. To find out about the latest software updates, please visit the Virtual Campus regularly and read the “Good to know” section of our neXus information website. In addition, some software will automatically notify you of updates through a feature called the Schneider Electric Software Update.

12 months access to global support

The program is inclusive of priority access to Advanced Support allowing you to fast-track your questions to the right expert in our organization. In addition to that, you also get access to Customer First Standard Support for the Citect offers.

This is a technical support service that can be accessed via phone, email, live chat, or directly via the Customer First Support portal (www.citect.schneider-electric.com) from 9am-5pm local business hours.

Access to this site is also available through the Virtual Campus:
<http://www.vcampus.schneider-electric.com/partners>.

Online portal

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Virtual Campus

SI Alliance partners are granted access to the Virtual Campus, which is the online portal to navigate to a number of valuable tools offered to Alliance members.

This is the SI Alliance online hub and has links to the support sites you may need as well as the SI Alliance software download site, where you can download software or product updates. The Virtual Campus is your single entry point to get all the product and support information you need. It also gives you access to forums, PlantStruxure knowledge base, video feed, the neXus newsletter, TVDAs and more.

<http://www.vcampus.schneider-electric.com/partners>

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Customer First Support Portal

The Citect Support Portal is the online support centre for Citect/SCADA products, which includes access to an extensive knowledge base and online support via live chat or email.

Certified Expert Program

We offer our SI Alliance Partners access to the PlantStruxure Certified Engineer Program (CEP). For individuals, the Certified Engineer Program provides recognition of advanced technical expertise in one or more of the core Schneider Electric offers and contributes towards company certification in the SI Alliance Program.

With this certification, we acknowledge to the market that the certified engineer/professional has mastered the offers and is therefore capable of implementing a given solution or application with great expertise, using those offers.

There are two Certification programs available to partners:

1. The PlantStruxure Certified Expert program, which includes the following:

- SCADA
- Unity Pro and PACs
- Networking
- Optional elective: PES

2. Telemetry Certified Expert program, which includes the following:

- SCADAPack
- ClearSCADA
- Trio Radios

A Certified Expert Certificate is issued to those engineers that have demonstrated their expertise by obtaining the three core certifications and one elective certification mentioned above. This demonstrates to the market their capabilities to implement advanced solutions using Schneider Electric technologies.

More information on the Certified Expert Programs can be found on the Virtual Campus or via your local country representative.

And more...

As a member of the program, you and your organization enjoy multiple benefits of partnering with Schneider Electric, including:

- > a dedicated Account Manager to get the most out of the partnership
- > promotion of your business and capabilities to the extensive Schneider Electric customer base
- > invitations to attend exclusive events, such as:
 - > C-Level events
 - > dedicated end-user customer events
 - > technical events such as TeXpert.
- > priority access to technical support to fast-track responses during project development or commissioning
- > access to a world-class engineer training and certification program to increase your skills and knowledge in our offers
- > The chance to work with Schneider Electric on joint business and project opportunities.

Reminder



Renew your subscription to the Schneider Electric Alliance Partner Program every year. Subscription renewal is required to maintain access to all the benefits contained in the pack including:

- > runtime license for Citect SCADA and CitectHistorian and the corresponding Gold Support
- > access to the Virtual Campus where we post up-to-date versions of our software
- > automatic software updates through the Schneider Electric Software

Update feature

- > the latest build of the Alliance Software Pack hard drive
- > your company name on the SI Alliance Partner locator.



EAV52849 03 :



Schneider Electric Industries SAS

Head office

35 rue Joseph Monier CS 3032392506

Rueil-Malmaison Cedex

France

Tél. : +33 (0) 1 41 29 70 00

www.schneider-electric.com

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