aspentech | Technology That Loves Complexity

Brochure

Aspen Remote Services
A faster, more flexible way to deploy AspenTech solutions

AspenTech's Professional Services help you deploy our software solutions. We constantly find new and better ways to deliver our services so that you can capture the value faster from our products. Our subject matter experts, or our certified partners, apply the industry best practices and tailor our services to meet your specific needs. Our Remote Service methodology provides the agility that you can leverage to gain benefits sooner during challenging times.

The Challenge:

Improving Your Operations in the Next Normal

The process industries continue to face unprecedented challenges as hopes are high around the globe for containing the spread of COVID-19. Since the pandemic's onset, companies have had to learn how to navigate huge shifts in demand, supply, workforce and economics. Many businesses made the abrupt, necessary shift to a largely remote workforce. Some adapted to work-from-home (WFH) seamlessly. Others had a harder time transitioning smoothly, especially those running complex assets in capital-intensive industries. From all accounts, the transition to a more remote workforce and increased reliance on digital technologies is happening quickly.

The Solution:

Aspen Remote Services

Aspen Remote Services is a service methodology by which the service work is conducted remotely and securely through virtual and digital technology. This methodology offers agility and cost advantages compared to on-premise services. Other key benefits:

- Efficient, secure virtual collaboration
- Software and solution experts available to meet with you virtually
- Working sessions/meetings to accommodate your schedule
- Flexible meeting times
- No travel time or expense

Driving Value for Our Customers

Here's a quick snapshot of the services we provide and the value we create for businesses.

What We Provide	Detailed Capabilities	Value Created
Global network of domain expertise	Network of certified service partners Global and parallel rollout capabilities 120+ domain experts within AspenTech	• **Faster time to value (and more value)** • **Reduced project costs** • **Scalable anywhere (global access to world-class expertise)**
Tailored engagement plans	Virtual or on-site delivery Customizable deployment plans and consulting services Proven deployment on 10,000+ projects	
Field-proven virtual delivery	**Fully remote execution** • Reduce travel costs and time • Minimize on-site interruptions **Efficient virtual collaboration and deployment** • Collaborative video conferencing and whiteboarding • Secure connection with VPN or other remote access options **Agile resource and project management** • Project alignment using Aspen Enterprise Insights • Flexible access to global resources • Effective utilization of customer resources	

Project Phases and Remote Access Requirements

Product Family	Aspen Product	Define			Execute		Deliver		Sustain
		Kick-Off Meeting	Data Gathering	FDS Development	Data Gathering	Application Configuration	Model Commissioning	User Training	Close-out & Sustainment
Petroleum Supply Chain	Aspen PIMS	●	●	●	●	●	●	●	●
	Aspen Petroleum Scheduler	●	●	●	●	●	●	●	●
	Aspen MBO	●	●	●	●	●	●	●	●
	Aspen Unified	●	●	●	●	●	●	●	●
Chemical Supply Chain	Aspen Supply Planner	●	●	●	●	●	●	●	●
	Aspen Plant Scheduler	●	●	●	●	●	●	●	●
	Aspen Collaborative Demand Management	●	●	●	●	●	●	●	●
	ACCE Integration	●	●	●	●	●	●	●	●
MES	InfoPlus.21 Upgrades & Deployments	●	●	●	●	●	●	●	●
	Aspen Operations and Reconciliation Accounting	●	●	●	●	●	●	●	●
	Aspen Production Record Manager	●	●	●	●	●	●	●	●
	Aspen Production Execution Manager	●	●	●	●	●	●	●	●
AiOT	Aspen Enterprise Insights	●	●	●	●	●	●	●	●
APC	Aspen DMC3 Uprades and Deployments	●	●	●	●	●	●	●	●
GDOT	Aspen GDOT	●	●	●	●	●	●	●	●
ENG	Aspen RTO	●	●	●	●	●	●	●	●
	Aspen Plus - Custom Models	●	●	●	●	●	●	●	●
	Aspen Hysys - Custom Models	●	●	●	●	●	●	●	●

LEGEND ● MS Teams/Desktop Sharing Sufficient   ● VPN Access to Business Network   ● VPN Access to Process Control Network

Working Together Every Step of the Way

We work with every customer to create a project delivery plan that matches your level of remote readiness (from full remote access to no remote access). Throughout a project, we will work with you on the following:

- Remote access enabling technology: Desktop sharing, VPN and secure ID
- Well-defined processes and procedures in place to help minimize risk
- A detailed project plan outlining each step and anticipated preparation

Our project team will guide you through four primary project phases: Define, Execute, Deliver and Sustain. See image at left for a closer look.

Summary

Our mission is to help you deploy and apply AspenTech's software solutions faster and more easily so that you achieve your desired business benefits sooner. Remote service delivery offers tremendous flexibility on how projects can be executed, and more accessibility to our experts around the world, allowing more real-time collaborations while reducing travel time and costs.

The world—and the way people work together—has changed. Our commitment to our customers has only strengthened as we continue to find the most effective ways to meet your changing, complex needs. AspenTech Remote Services will continue to create and deliver value for our customers.

Contact your AspenTech Sales Representative to hear more about our offerings and how they can help you achieve your business goals.

About Aspen Technology

Aspen Technology (AspenTech) is a leading software supplier for optimizing asset performance. Our products thrive in complex, industrial environments where it is critical to optimize the asset design, operation and maintenance lifecycle. AspenTech uniquely combines decades of process modeling expertise with machine learning. Our purpose-built software platform automates knowledge work and builds sustainable competitive advantage by delivering high returns over the entire asset lifecycle. As a result, companies in capital-intensive industries can maximize uptime and push the limits of performance, running their assets safer, greener, longer and faster.

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