



SUPPORT CHANGES: HOW THEY AFFECT YOU AND YOUR BUSINESS

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Weatherford®



AGENDA

- 1 Tickets, Portals, and Communities— oh my!
- 2 Supporting CygNet
- 3 CygNet Support Hours and Projects



TICKETS, PORTALS, AND COMMUNITIES

Oh my!



PROBLEM

ForeSite

i-DO

Many
Applications



Multiple
Systems



LOWIS

CygNet





Coming Changes



Single Number



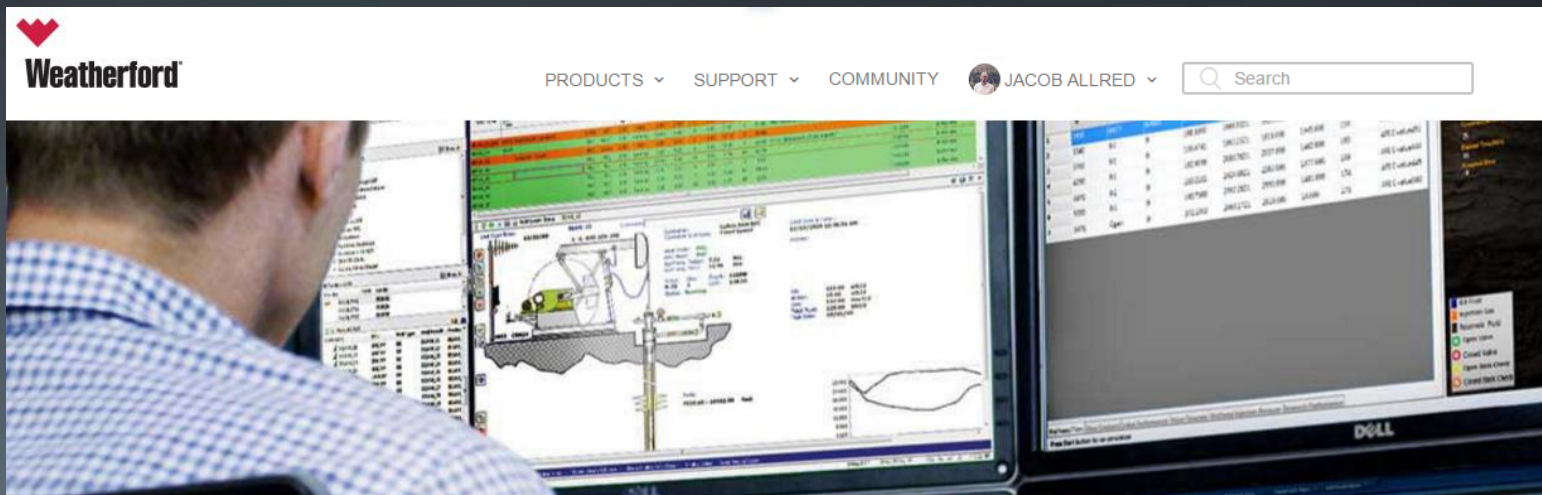
Single Portal



Ticket Standard



softwaresupport.weatherford.com



Submit a Support Ticket
Click here to request support



My Activities
Click here to view your activities



Why all the hubbub?



Quality



Standards



Oversight



NEXT STEPS



Site redirect



Request Forward



Decommission



SUPPORTING CYGNET

Easy, right?

“HOW GOOD ARE YOU AT CYGNET?”

Gas Applications? HMI?

Scripting?

Device Templates?

Measurement?

Points?

Redundancy?

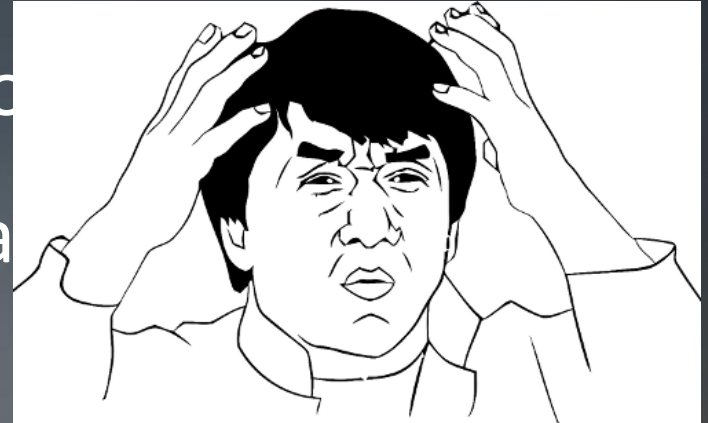
OPC?

Gro

Applied Engineering? Ala

Mobile?

Security?





IN THE BEGINNING...





CHALLENGES



Direction



Depth



Technical



Frequency



Overwhelmed



FIRST STEPS



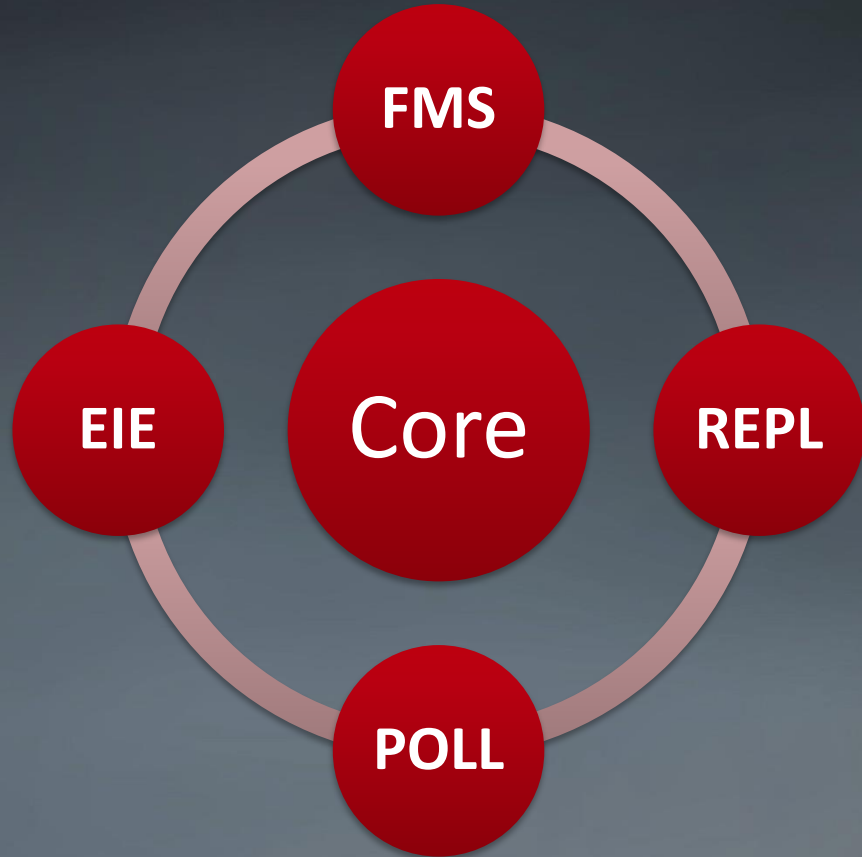
General



Specialized



BUILDING EXPERTISE

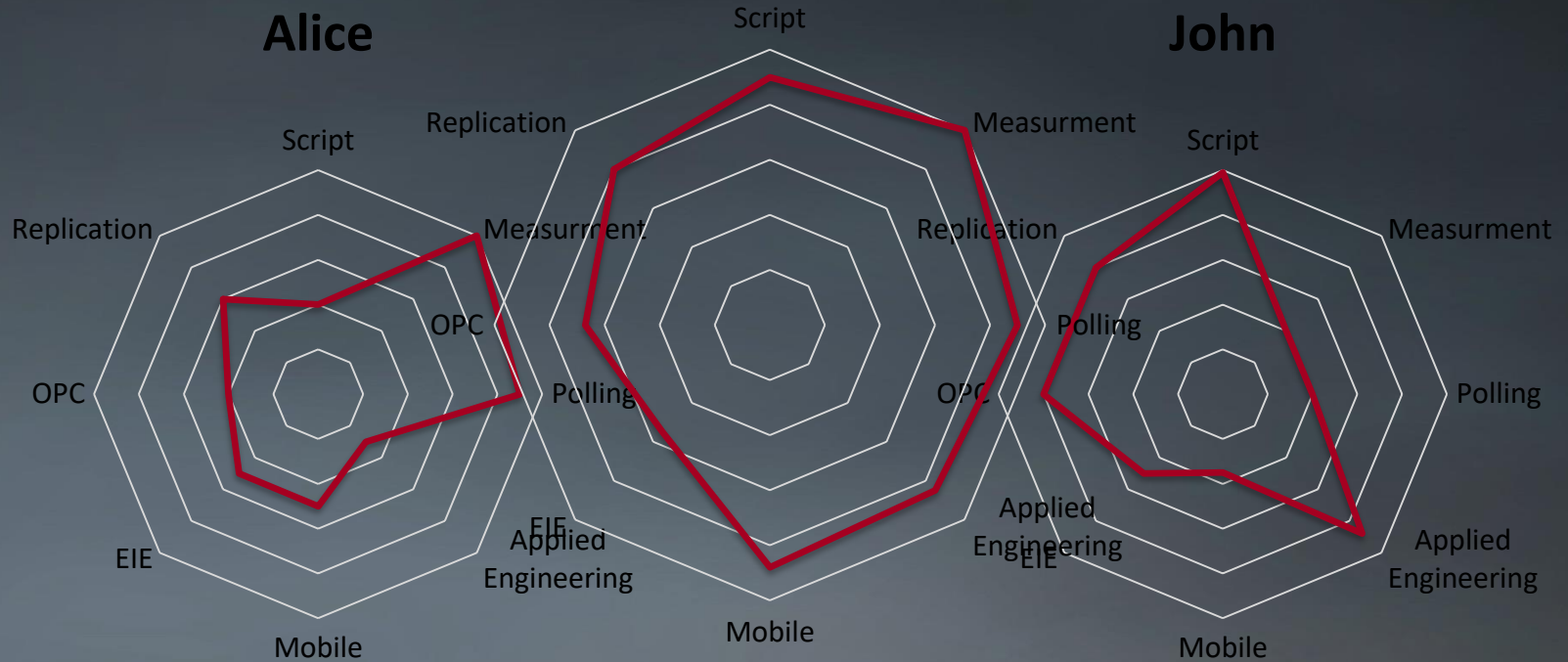


Aptitude
Complementary
Needs



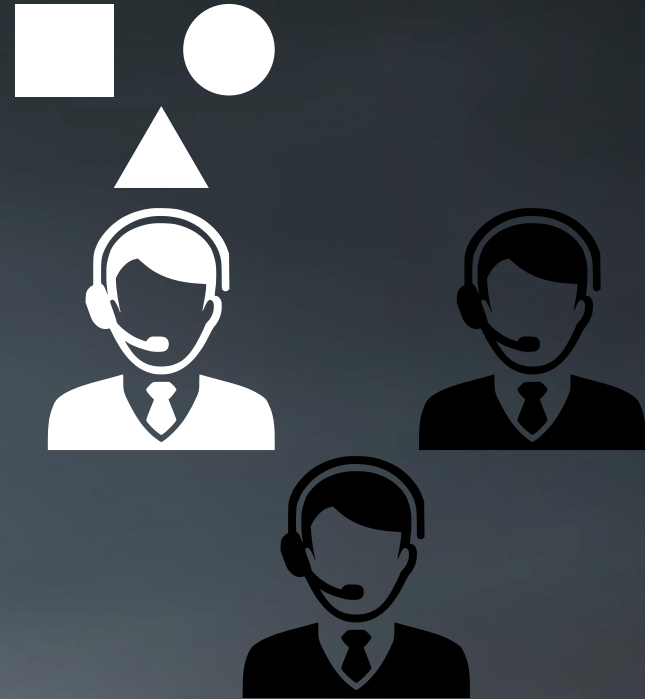
HONE & COMPOSE

Example Team





PREVIOUS MODEL





CHANGE RESULTS



Resident Expert



Trend Spotting



Resolution Times



SUPPORT HOURS AND PROJECTS

Where does the time go?



Previous Model



Questions



Bugs



Assistance



Problems



Cost



Time



Knowledge



Utilization



New Model





Priority



1. Critical
2. High
3. Medium
4. Low



NEW CONCEPT



Support Projects



Support Projects



Expert Led



Focused



Preemptive



Other Support Project notes



Agreed



Availability



Offered Projects



Service Performance Review



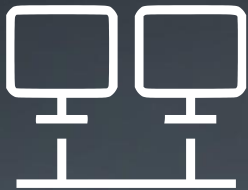
Upgrade Assist



Script Assist



Offered Projects



Communication Evaluation



Polling Optimization



Continuity Validation



HOW MANY HOURS

Diamond	20
Platinum	15
Gold	10
Silver	5



Questions