



# ISDN SOFTWARE BUSINESS

## KEY HIGHLIGHTS

- Standardize work instructions: Centralize a global knowledge base of procedures.
- Manage workforce skills: Deliver and track training programs to ensure maximum coverage and versatility.
- Troubleshoot and solve problems: Send out calls for help and empower operators to solve problems quickly.
- Support daily operations: Share important updates across shifts, departments and plants.

### Software as a Service

- iOS Mobile App
- Multimedia centric
- Secure by design
- ISO compliance
- Multi-language
- Integrations to OT and IT systems



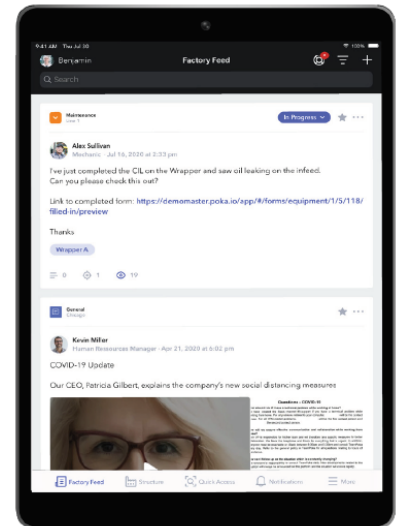
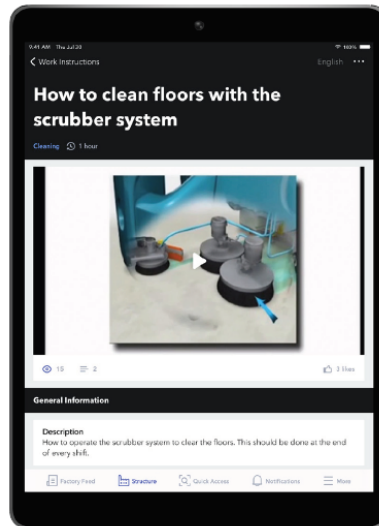
## AVEVA TEAMWORK

*Performance support and collaboration for industry*

AVEVA Teamwork is the performance support application in the cloud that is empowering workers at organizations to learn, solve problems and share knowledge from their workstations.

Teamwork combines digital content, skills management and communication features into a single, worker-centered application to support the unique needs of the plant floor.

The result is a continuously updated knowledge base of best practices and training content, automatically shared with the workers who need them, across shifts and global operations.



Post

Important production events and issues



Resolve

Collaborate to solve problems



Capture

Best practices and solutions to problems



Share

Make work instructions accessible



Train

Skills, certifications and compliance

## EMPOWER WORKERS WITH THE KNOWLEDGE & DIGITAL RESOURCES THEY NEED TO DO THEIR JOBS EFFECTIVELY

### Deliver and manage all training

Utilizing the cloud as a more effective approach to continuous learning that minimizes production disruptions and connects workers through shared knowledge.

### Ensure skills coverage and compliance

With a holistic method to managing skills & training that empowers supervisors, HR & workers.

### Increase visibility and insight into production

With a centralized digital logbook to improve visibility, communication, and collaboration.

### Drive performance and minimize inconsistencies

Through an equipment-focused perspective to standardizing work across shifts and plants that supports continuous in-the-flow learning.

### Reduce downtime and find permanent solutions

Using a closed-loop process to problem solving that supports and engages workers in a culture of continuous improvement.

### Integrate with existing systems

Leveraging your greater operations and digital transformation strategy to trigger actions and share information with HMI/SCADA, MES, CMMS and more.

## WHAT ARE THE KEY FEATURES OF AVEVA TEAMWORK?

### Communication

- Stay up to date with the news feed
- Filter notifications by type
- Posts organized by channel, type, equipment, workstation, product & user tagging
- Segment communication channels
- Promote engagement with posts
- Attach multimedia files
- Assign permissions and moderation

### Digital Knowledge

- Library of training materials, troubleshooting solutions and standard work instructions
- Content structure mirrors operations environment
- Multimedia centric with video, images, documents or links
- Quick QR code access
- Create forms & checklists for data collection
- Content approval workflows & ISO compliant versioning
- Report and analyze viewership
- Translation & language management
- Automatic sharing for common assets across sites
- Restrict access to content

### Skills Management

- Define multi-step training programs
- Assign training to workers based on location and title
- Create exams
- Review skills in a matrix view
- Revise training content & certifications
- Grant endorsement and perform assessments
- Report and export

### Issues Management

- Problem feed captures operations related problems with text, photos and video
- Route notifications and “Calls for Help” to experts
- Tag equipment & workstations to create a digital logbook of past events
- Review every area’s issues at-a-glance (Kanban)
- Assign tasks and receive status updates
- Automatically convert issues into work instruction/troubleshooting solutions