

Process, Power and Marine Division

SmartPlant Instrumentation

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SPI Escalation and Non-Escalation SRs Matrix Information

- Results measured from January 1 thru July 30, 2008 on SPI SRs filed in the US.
- Reported closure rates are an average time measured in working days, based on a 5 day work week.
- Of the total SRs (1432) filed in the US during the reporting period, approximately 15% (208) have been escalated to 2nd level support while 85% (1224) have been handled by 1st level support.

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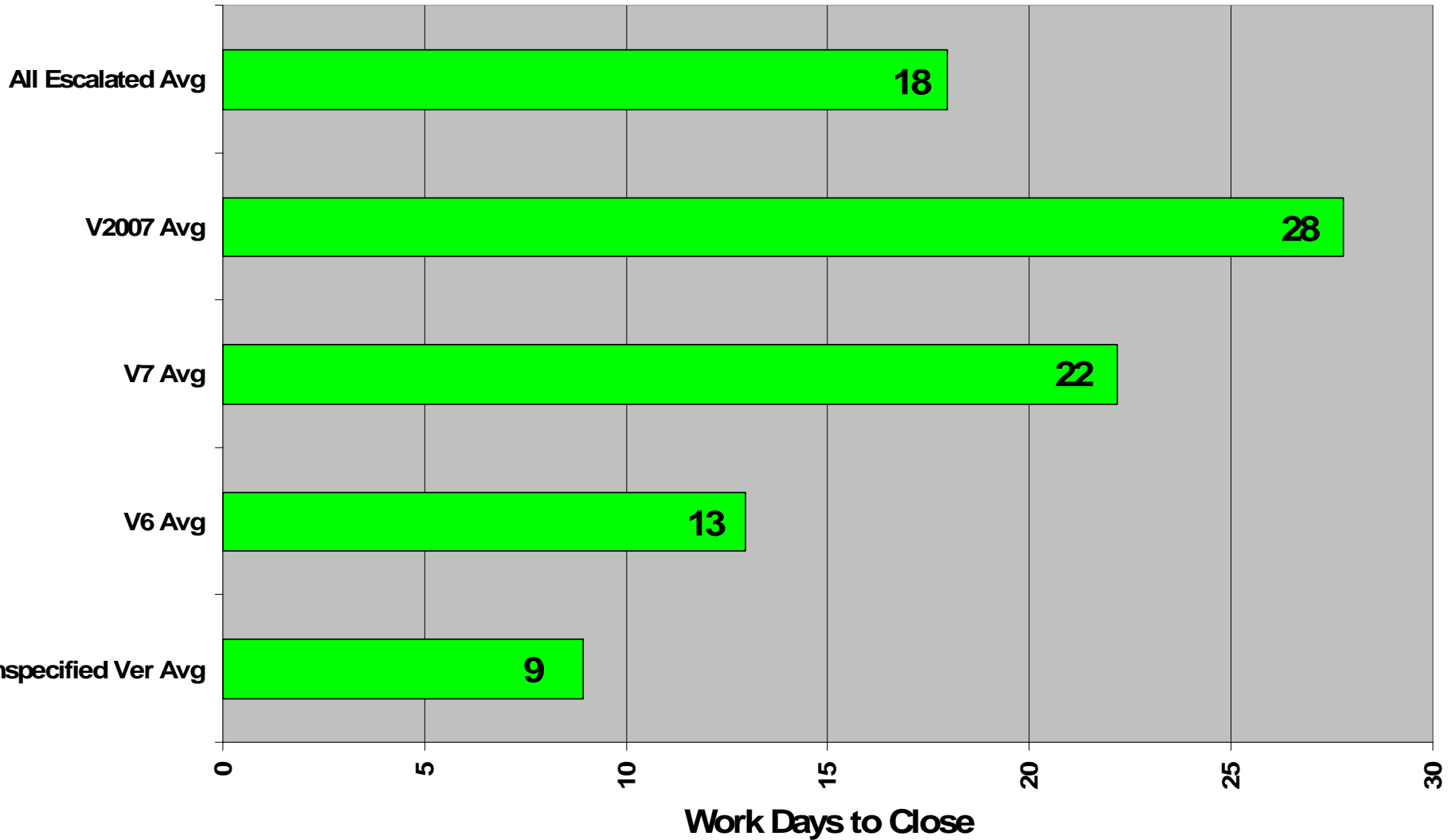


Non-Escalation Closure Rate



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Escalation SR Closure Rate Jan 08 - July 08



SPI Escalation and Non-Escalation SRs

Conclusion

- Support is Working to Improve Customer Knowledge
 - Additional knowledge base articles.
 - Involvement in the SmartPlant Instrumentation User Forums.

- Support is Striving to Improve the Rate of all Closures.
 - Additional internal training.
 - Better communication internally.
 - More communication with our customer base.

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Integrating the
Engineering
Enterprise...



INTERGRAPH