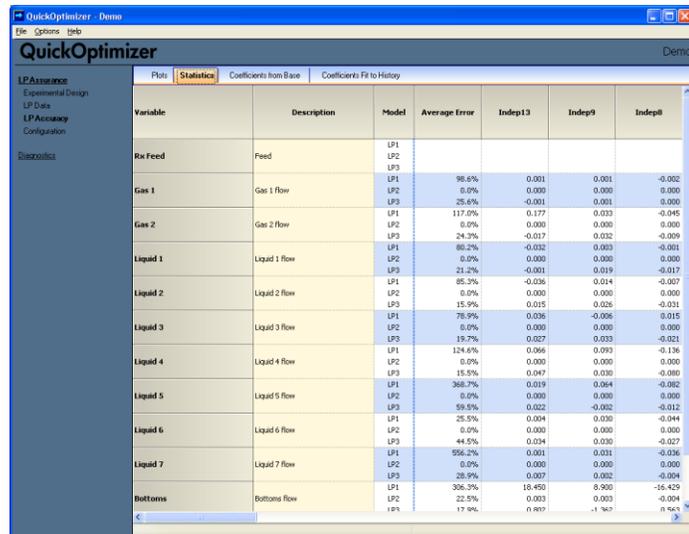# LPSMS
AIM LP Software Maintenance Support

For Refiners who are using the AIM LP Solution, and need to maintain the benefits from having an accurate Planning LP. AIM's Software Maintenance Support Service keeps the AIM LP applications running reliably. AIM provides First and Second level support of all AIM LP Solution components installed at site. This service covers all AIM components, including: AIM Software, AIM Database, AIM Documentation, AIM interfaces to customer databases, and AIM interfaces to customer LP models.

Why SMS?

As a refiner you rely on software to run your business. Like the physical equipment in your refinery, software also requires maintenance to perform reliably and to continue to benefit your business.

Each year, information technology advances, and each year your company works hard to ensure that the systems and infrastructure are in place to deliver the information where it's needed. As your IT people work to improve your systems, they are constantly having to keep all in-house applications software up to date and in working order. In this rapidly-changing environment, software applications which are not kept up will fall into disuse, and the benefits they once provided will disappear.
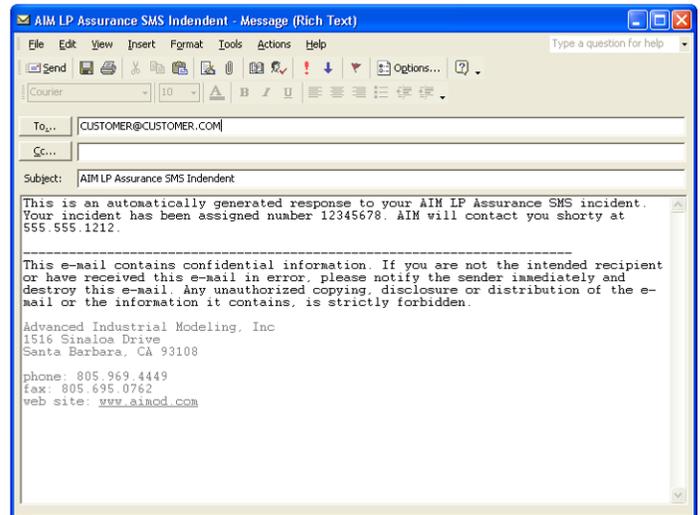

For your AIM LP solutions, your LP Planner needs the applications to be available at all times, even during times when your IT system is changing. LPSMS Service provides your LP Planner with rapid repairs when needed.

How it works

AIM provides remote support for each of your AIM LP applications. Each support call begins with an incident log which is initiated when your employee notifies AIM by phone or email. You will receive email confirmation of your incident. AIM will contact you and will diagnose the problem and quickly report to you whether this is something that needs repair by AIM or whether it is more likely to be a problem that is unrelated to AIM's solution. If the problem is within AIM's application scope, AIM will resolve the incident quickly.

Why it's better

- Keep your AIM applications running all the time.
- Maintain benefit stream from LP Assurance.
- Keep LP Assurance knowledge in your business.
- Maintain consistency during staffing changes.
- Large bottom-line savings: 25 ¢ per BBL.
- At least 10 / 1 annual benefits / project cost.
- Benefits up to $5 million per year for a single refinery.