![Au2mate – PROCESS AUTOMATION PARTNER]

SYSTEM CARE

HEALTH CHECK OF YOUR CONTROL SYSTEM

- **The periodic health check includes systematic review of the key components in the control system (server, PLCs and network)**
- **Examination of functionality, operator dialogue and check of software licenses**
- **Report with a description of the health status of the control system as well as recommendations derived hereof**
- **Separate report on profibus test**
- **Additional agreement to your 24/7 HOTLINE service agreement**

Panel inspection

AU2MATE SERVICE CONCEPT

The demands for factory uptime constantly increase, production with sensitive products is running around the clock and raw product for further processing arrives at the factories continuously. Unintended stop is costly and can have serious consequences for customers and suppliers.

Au2mate offers a complete service package to the systems that Au2mate has developed and delivered in cooperation with our customers. The services are based on customer needs and build on Au2mate core competencies and experience within automation that include instrumentation, PLC, SCADA and MES.

SYSTEM CARE, DESCRIPTION

A SYSTEM CARE agreement includes systematic review of the key components and software license for the control system.

The plant's control system is examined periodically yearly by appointment.

THE PERIODIC CHECK INCLUDES:

In general:
- Going through of service calls.
- System review with technical personnel about their challenges and possible improvements.
- System review with operators with a view to make improvements.

PLC:
- Battery status
- Free memory
- Load, sequence time
- Physical environment (temperature, humidity, dust)
- Security that the available software is in consistency online/offline
- Backup of set points and software
- PLC error log
- I/O network test of all nodes with own report
- CPU, network card and operator panels product life cycle status

OPTIONS IN THE AU2MATE SERVICE CONCEPT

- Au2mates 24/7 HOTLINE service agreement includes access to 24/7 readiness and emergency service with guaranteed assistance on calls around the clock.
- The Au2mate PLANT CARE agreement includes systematic examination of the plant's key components (instruments, actuators and panels), as well as functionality and operator dialogue with a view to optimise the plant.
- Au2mate can supply spare parts by agreement.

HEALTH CHECK OF YOUR CONTROL SYSTEM

Is the network running optimally?

Operator dialogue

THE PERIODIC CHECK INCLUDES:

SCADA and logging:

- Disk space
- CPU load
- Memory consumption
- Security that the necessary licenses are found in the system (SCADA, Microsoft etc.)
- Software back up
- Physical environment at server and PCs (temperature, humidity, dust)
- System users
- Going through of Event log and suggestions for correction of possible errors
- Verification if the system is updated with latest/required patch and service packs/patch
- Verification if the operating system is updated with latest/required patch and service packs/patch

Profibus Test – how is your network running?

MES SCADA PLC INTERFACE	24/7 HOTLINE	SYSTEM HEALTH CARE CHECK	PLANT OPTIMIZATION	SPARE PARTS

Au2mate Service Concept