

COMPLETE SERVICE PACKAGE

# 24/7 HOTLINE SERVICE

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**SERVICE - INTRODUCTION**

Automation is part of the “central nervous system” of a dairy facility. In case of breakdown, it is crucial to get fast and qualified help. Au2mate offers a complete range of services both remotely and in the form of on-site support. This allows software and hardware to be diagnosed and modified quickly and cost-effectively. Au2mate also offers service agreements to existing plants according to customer wishes.

**AU2MATE SERVICE CONCEPT**

The demands for the uptime of the factories are constantly increasing, production with sensitive products is running around the clock and raw product for further processing is continuously delivered to the factories. Unintended stop is costly and can have serious consequences for customers and suppliers. Au2mate offer 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.

The service concepts we offer our customers consist of 4 main elements, which are described here.

**24/7 HOTLINE**

Au2mate 24/7 HOTLINE agreement is the basis agreement which includes access to 24/7 emergency service with guaranteed assistance on calls around the clock as well as periodic check of remote connection and free assistance per telephone the first half hour within normal opening hours.

**SYSTEM CARE**

Au2mate SYSTEM CARE agreement is a supplement to the basis agreement and includes periodic health check of the control system key components and software licenses.

**PLANT CARE**

Au2mate PLANT CARE agreement is also a supplement to the 24/7 basis agreement and includes systematic review of the plant’s key components (panels, instruments, actuators) as well as functionality and operator dialogue.

**SPARE PARTS**

Au2mate offers SPARE PARTS to the control system according to the requirements and wishes of the customer.

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

Au2mate service concept

SUBSCRIPTIONS



# 24/7 HOTLINE SERVICE

## Reduce your production downtime

In case of an unintended production stop, it is crucial to receive prompt and qualified assistance. With a global 24/7 HOTLINE setup, Au2mate offers a wide range of HOTLINE services worldwide.

<b>HOTLINE 8/5</b> During normal working hours	<b>HOTLINE 24/5</b> Around the clock on weekdays	<b>HOTLINE 24/7</b> Round the clock / year-round / ALWAYS	<b>HOTLINE 24/7</b> Round the clock/ ALWAYS Incl. System Care
Guaranteed response within 30 minutes	Guaranteed response within 30 minutes	Guaranteed response within 30 minutes	Guaranteed response within 30 minutes
8/5 HOTLINE (8/5= 8am-4pm on weekdays)	24/5 HOTLINE (24/5 = around the clock, on all weekdays)	24/7 HOTLINE (24/7 = around the clock, always)	24/7 HOTLINE (24/7 = around the clock, always) including extensive System Care
Access to email support	Access to email support	Access to email support	Access to email support
Continuous ensuring of remote access	Continuous ensuring of remote access	Continuous ensuring of remote access	Continuous ensuring of remote access
Service report	Service report	Service report	Service report
Monthly Summary	Monthly Summary	Monthly Summary	Monthly Summary
The 24/7 team acquires knowledge about the factory to provide quick support.	The 24/7 team acquires knowledge about the factory to provide quick support.	The 24/7 team acquires knowledge about the factory to provide quick support.	The 24/7 team acquires knowledge about the factory to provide quick support.
	Discount on hourly rates	Discount on hourly rates	Discount on hourly rates
<i>With a subscription, you gain 24/7 access to our HOTLINE. Remote access is guaranteed, although an initiation fee applies for calls made outside the agreed timeframe.</i>			<b>SYSTEM CARE</b> Comprehensive review of the entire factory control system including a report with recommendations

**ADDITIONAL SERVICES:**

- Systematic documentation of backup systems and production/CIP reports etc.
- System Care
- Plant Care