



Support and Maintenance Services

Managing industrial IT systems with economical and effective support

Your industrial IT is at the centre of your business and having made a substantial investment in your operations, you need to be confident that it continues to run efficiently.

All systems require preventative maintenance to prevent costly unplanned downtime. Software upgrades and patches need to be assessed for compatibility to ensure you maintain protection against cyber threats and the overall health and performance of the system needs to be monitored.




Managing this internally can have a considerably impact on resources, diverting staff from their day-to-day roles and increasing their responsibility, in areas outside of their specific expertise.

Features

- Dedicated support desk offering 24/7 if required.
- Flexible plans.
- Clear Key Performance Objectives and Service Level Agreements.
- Support portal, knowledge base, experienced support engineers.
- Dedicated field service team.
- Remote monitoring via Service Operations Centre.
- Remote expert guidance

Why you need a contract for support and maintenance

- Business continuity and rapid disaster recover in event of any system issue.
- Priority access to system experts to minimise production loss.
- Regular field service visits to ensure system continues to perform at optimum level.
- Remote expert guidance and subscription to Service Operations Centre for instant notification of issues.

STANDARD	PREMIER	ENTERPRISE
 <p>Overview Entry-level SLA-based support plan offering for customers looking for peace of mind from a cost-effective support & maintenance contract.</p>	 <p>Overview Flexible SLA-based offering weekday, office hours support platform with options for extending to meet customer requirements (not weekends or 24x7).</p>	 <p>Overview Full-service SLA-based plan which offers 24x7 support (optional Christmas shutdown cover), best SLA response times and remote monitoring (where possible).</p>
<p>Service Window Monday – Friday 08:30 – 17:00</p>	<p>Service Window Monday – Friday 08:30 – 17:00</p>	<p>Service Window Monday – Sunday 00:00 – 00:00</p>
<p>Response Times Level 0 : 4h Level 1 : NBD Level 2 : NBD Level 3 : NBD</p>	<p>Response Times Level 0 : 2h Level 1 : 4h Level 2 : NBD Level 3 : NBD</p>	<p>Response Times Level 0 : 2h Level 1 : 4h Level 2 : 8h Level 3 : NBD</p>
<p>Inclusive Monthly Hours Minimum : 4 Maximum : 8</p>	<p>Inclusive Monthly Hours Minimum : 8 Maximum : n/a</p>	<p>Inclusive Monthly Hours Minimum : 8 Maximum : n/a</p>
<p>Support Channels Case Management (email/Web) : Yes Telephone : n/a Field Service Visits : n/a Remote Access : Yes Emergency Response Button: n/a Remote Monitoring : Optional</p>	<p>Support Channels Case Management (email/Web) : Yes Telephone : Yes Field Service Visits : 2 Remote Access : Yes Emergency Response Button: Yes Remote Monitoring : Optional</p>	<p>Support Channels Case Management (email/Web) : Yes Telephone : Yes Field Service Visits : 4 Remote Access : Yes Emergency Response Button: Yes Remote Monitoring : Yes</p>

Benefits

- Minimise downtime.
- Flexible support plans.
- Proactive checks to ensure system is not vulnerable to failure or cyber threat.
- Instant access to experienced technicians.
- Guaranteed Service Level Agreements (SLAs).
- Access to comprehensive knowledge base.
- Shared knowledge to ensure availability of experienced technician.



About Astec

Astec Solutions uses best in class industrial software to deliver Smart Manufacturing Solutions into manufacturing and other industrial sectors.

The core capabilities of the business include the provision of Industrial IoT, MES/MOM and Automation & Control solutions supplemented by a dedicated support desk and field service team. Astec works seamlessly with our clients' Engineering and IT departments to ensure all monitoring, control visualisation and analytical systems make best use of existing infrastructure investments - while providing simple, effective and highly available solutions which can be used for many years.

To find out more about our services or to discuss your requirements with us in greater detail, please get in touch:

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