



## REMOTE AUTOMATION SOLUTIONS

### What Is Involved In Remote Automation Solutions?

**Technical Support:** Installation of an Internet Server and an IT Provided Portal

- Manage PLC Operation and Online Real-Time Support
- Manage PLC Operation to Determine the Cause of the Issue (Hardware or Software)
- Remote Control Management of Simple Systems During Diagnostics
- Remote Management and Monitoring of Processes
- Manage Help Desk

**Hardware Repair:** Field Service Available

- Manage Removal of Hardware for In-Shop Repair
- Manage Client Communication to Determine if the Repair Corrected Their Issue
- Install and Manage New Hardware to Support the Clients Operational Growth and System Improvements

**Operational Analysis:** Data May Be Stored On-Site or Off-Site

- Manage the Capture and Analyzing of Data From Equipment Operation to Determine Breakdown Intervention
- Manage the Capture and Analyzing Process of Data for Efficiency
- Manage Process Audits
- Manage Energy Monitoring and Waste Failure Analysis