



## **AUTOMATION TECH SUPPORT**

### **What Is Involved In Automation Tech Support?**

**Technical Support:** Installation of an internet server and an IT provided portal

- Manage PLC operation and online real-time support (Proface / Groove / Opto 22)
- 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