



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