

In today's highly sophisticated manufacturing facilities, automation and control systems play an integral role in mission critical plant operations. If a control system causes downtime, it can seriously impact on your bottom line. Vaalto has a range of support programmes designed to minimise the downtime caused by control system failure.

Vaalto places great emphasis on the need to have expert engineers available to offer support to clients at all times. Our numerous years of experience in design, implementation and support of modern automation systems makes us ideally placed to offer premium technical support to our clients.

The Vaalto Asset Management & Support Programmes

- **PREMIER** – Top level support 24x7x365 coverage
- **CHOICE** – Intermediate level support
- **ADVANTAGE** – Comprehensive support

Asset Management and Support Programmes



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ADVANTAGE

ADVANTAGE provides a comprehensive level of support, Vaalto's entry point is fundamentally higher than other programs within the market & offers you the opportunity to secure your manufacturing systems. The scheme has been designed to complement your own engineering resource by providing additional skills and tools to accommodate ever increasing diverse and complex automation control systems.

ADVANTAGE Benefits Include:

- Two scheduled surveillance site visits to take software Backups and review support procedures.
- Secure off site software storage
- Access to emergency premium engineering support usually within 24 hours

Options include:

- Additional on site visits
- Disaster recovery planning
- Application support

CHOICE

CHOICE support is the intermediate level of support and is usually made available as standard to our project clients seeking support after the 12 month warranty period. It includes all the offerings of ADVANTAGE support but additionally provides:

CHOICE all the benefits of ADVANTAGE plus

- Unlimited telephone support within office working hours (Mon –Fri 8:30-5:30)
- Unlimited email support (support@vaalto.com)
- Network support, VPN or modem
- Access to bonded stock

PREMIER

PREMIER is our top level support programme, with all the benefits of CHOICE and ADVANTAGE, PREMIER gives you the highest level of protection with round the clock and dedicated support team. Can your business risk not having this level of protection?

PREMIER all the benefits of CHOICE plus

- 24x7x365 access to a designated team of support engineers.
- Dedicated account support team and primary support manager
- Should a site visit be required to resolve a problem, guaranteed response time of 4 hours.

Options Include:

Parts Management (PMS) - Designed to make better use of capital and reduce downtime. With PMS there is no need to make a high capital commitment to a large spares inventory, with the associated cost of depreciation, deterioration and technical obsolescence.



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TECHNOLOGIES

<input checked="" type="checkbox"/> Siemens	<input checked="" type="checkbox"/> Allen Bradley	<input checked="" type="checkbox"/> Mitsubishi	<input checked="" type="checkbox"/> Telemecanique	<input checked="" type="checkbox"/> Omron	<input checked="" type="checkbox"/> Beckhoff
<input checked="" type="checkbox"/> Fisher Rosemount	<input checked="" type="checkbox"/> GE Fanuc iFix	<input checked="" type="checkbox"/> Wonderware Intouch	<input checked="" type="checkbox"/> SQL Server	<input checked="" type="checkbox"/> Oracle	<input checked="" type="checkbox"/> VB/C#