

*Desoutter*



**Industrial**Tools



**PIVOTWARE**

## Service Solutions

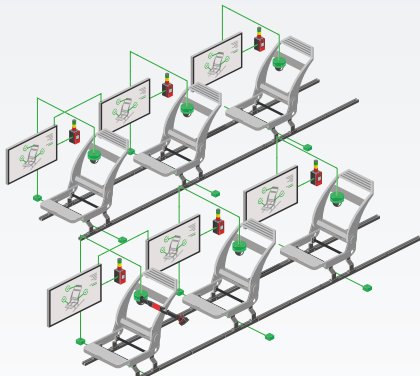
Start-up and commissioning  
Certification training  
Essential Care  
Peace Of Mind  
Production support

**More Than Productivity**



# PivotWare Service Solutions

A complete and flexible Service offer  
to suit your needs



**Start-up & Commissioning**



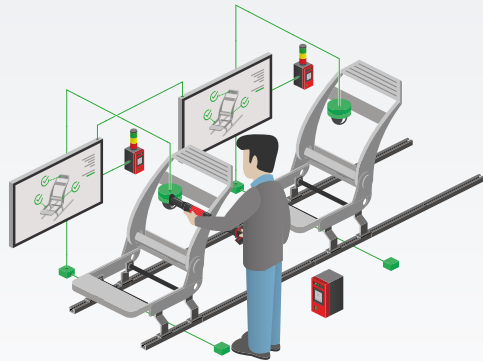
**Certification Training**



**Essential Care**  
Remote support.

OR

**Peace Of Mind**  
On-site support.



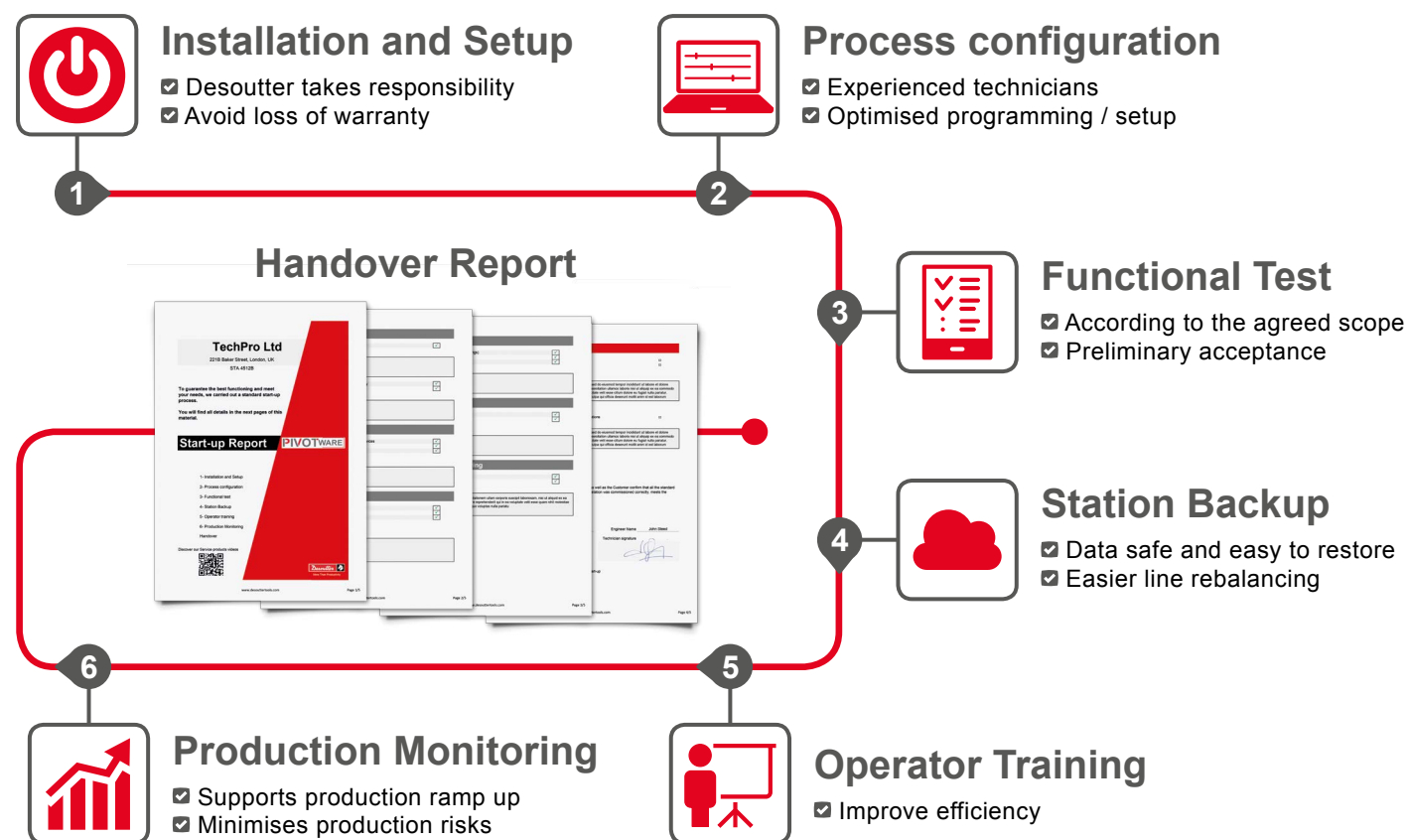
**Production Support**

For new  
or existing  
installations

GET THE FULL POTENTIAL FROM PIVOTWARE to maximize productivity

# Start-up & Commissioning

## A standard process



## ...for a professional and high quality installation

- ✓ Fast and right first time
- ✓ Avoids delays in Start Of Production
- ✓ Full support from start to finish
- ✓ Maintain equipment warranty

# Certification Training

## Train your team



## 2 LEVELS OF CERTIFICATION

1

### Process configuration



2

### Maintenance & Trouble shooting



## ...and provide the maintenance and support for your installation

- ✓ Certified training
- ✓ True customer ownership
- ✓ We recommend "Essential Care" to complement this solution

# Support Solutions

## Choose the level of support to suit your needs

Remote support on station/module issues
Remote support on server/network issues
Free access to on-line training
Free access to new releases
Advanced support on stations and modules
Advanced support on server, db and network
On-site technical support*
Optimisation with new Features
Performance KPIs

\* Hours on-site are to suit customer needs.

	
Essential Care	Peace Of Mind
✓	✓
✓	✓
✓	✓
✓	✓
—	✓
—	✓
—	✓
—	✓
—	✓
REMOTE SUPPORT	ON SITE SUPPORT

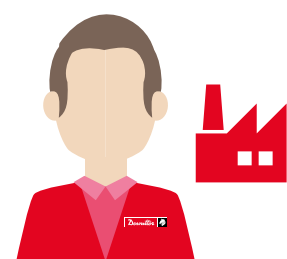
## ...to protect your production

- ✓ Choose the right solution for you
- ✓ Fast response reduces the risk of delays and lost production
- ✓ Protect your system data from loss or corruption

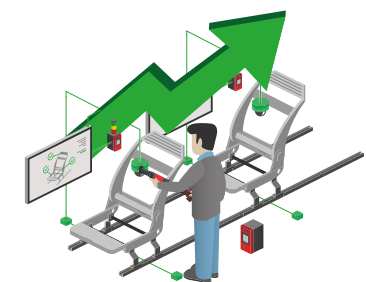
# Production Support

## Add more value to your installation

On-site technician



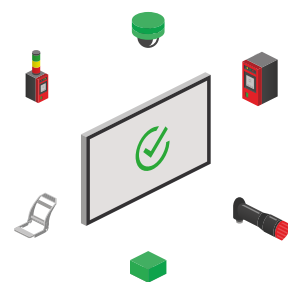
Optimisation support



Software updates



Increase scope or add functionality



## ...to bring more benefits

- ✓ Fast response for trouble shooting
- ✓ Increase the benefits from your installation
- ✓ Further improve process and quality

# More Than Productivity