

Desoutter



IndustrialTools



PIVOTWARE

Service Solutions

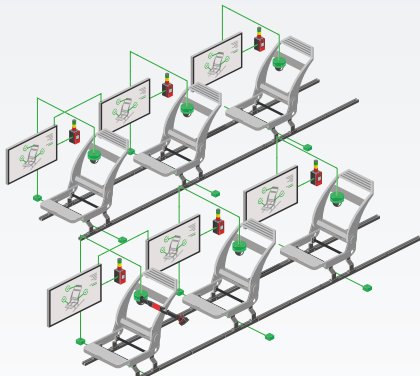
Start-up and commissioning
Certification training
Essential Care
Peace Of Mind
Production support

More Than Productivity



PivotWare Service Solutions

A complete and flexible Service offer
to suit your needs



Start-up & Commissioning



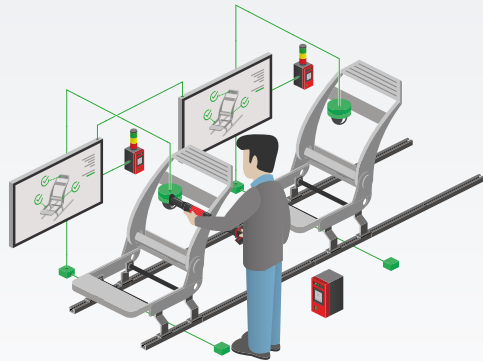
Certification Training



Essential Care
Remote support.

OR

Peace Of Mind
On-site support.



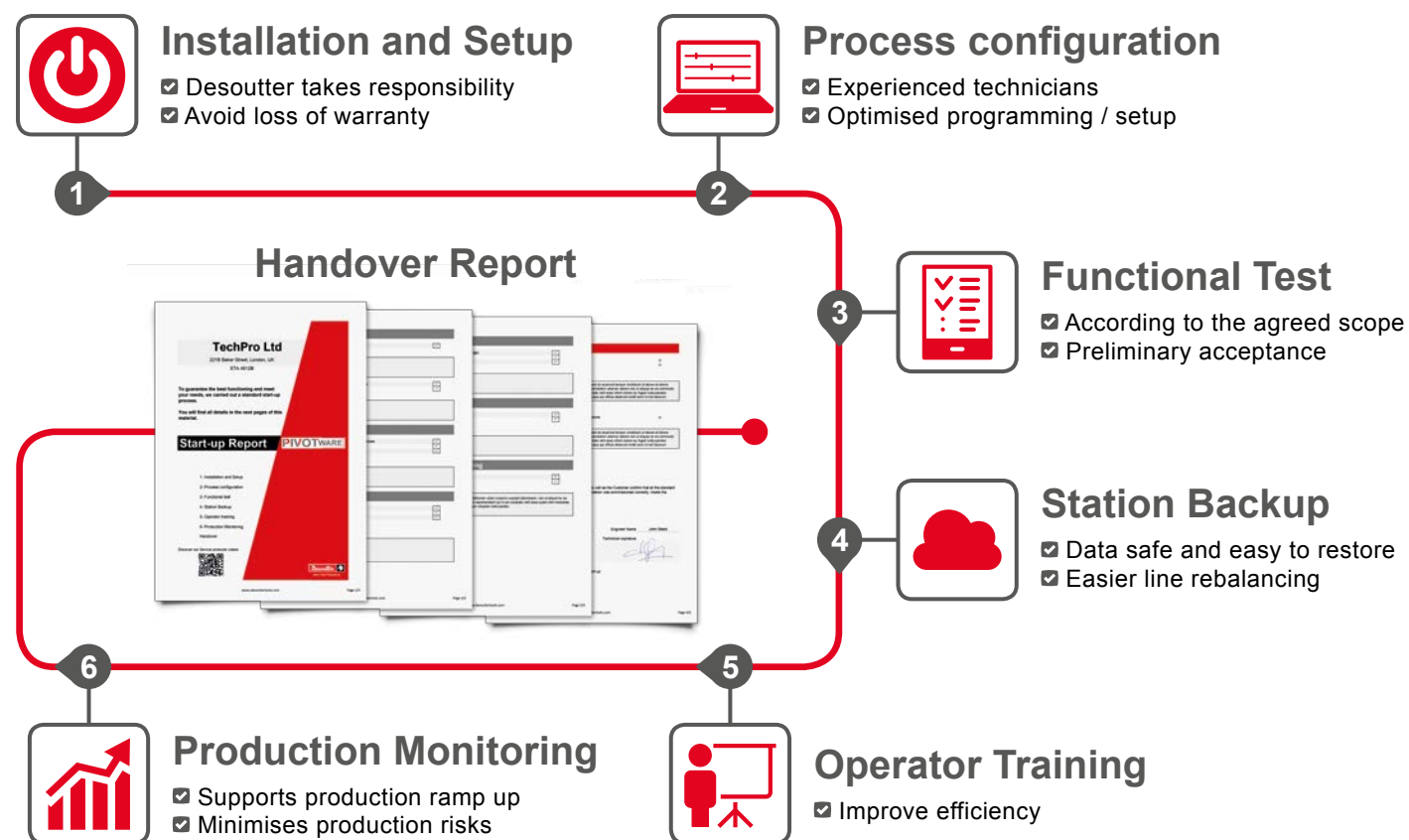
Production Support

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

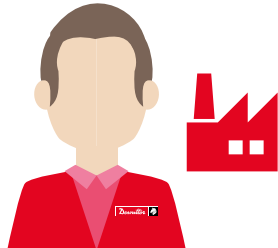
...to protect your production

- ✓ 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



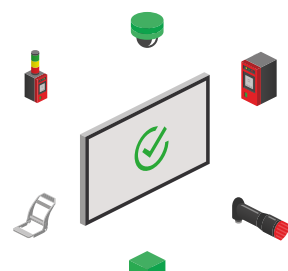
Optimisation support



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