



Assured support for our customers

Optimal *Assured* Global Application Support provides comprehensive, bespoke support for automation systems and services

Collaborate | Automate | Support





Introduction

The *Optimal Assured* – Global Application Support service is designed to ensure that our customers have access to expert technical support – whenever and however you need us.

Optimal Assured is a flexible offering, dedicated to your specific requirements.

Support is always available when you need it – whether that is via dedicated phone support; remote system login support by our automation experts; or, in the form of an embedded engineer, based at your site or factory.

By keeping your systems running at peak reliability and performance, *Optimal Assured* lets you focus on the most important aspects of your business and enables you to:

- Minimise unplanned downtime
- Reduce wasted product and time
- Ensure optimised efficiency with productivity targets being met
- Ensure system sustainability

- ▶ Fully flexible and tailored to your requirements
- ▶ Expert support – available as much or as little as you need us
- ▶ Optimise reliability and performance
- ▶ Minimise maintenance costs
- ▶ Achieve and maintain peak productivity
- ▶ Be ready to upgrade and embrace new technology as it emerges

A custom-built support package designed around your requirements

The key to ensuring your systems, equipment and sites are running at their optimum performance is through adequate maintenance and accessible support. Designing and planning a support package is something that can be considered from the very start of a project. Our goal is to provide you with a support system that is consistently reliable, safe, and gives you confidence.

The *Optimal Assured* approach centres on building a support package that fits your specific requirements, wholly incorporating every aspect of your production process. Each business, and each site it manages, is unique – with a diverse range of equipment which all has different needs. Identifying your support requirements can begin with answering the following simple questions.

What is being supported?

Establishing the systems that are critical to your operation is the first step towards tailoring effective support. Is it electrical or mechanical? Does it affect your instrumentation? Is the issue with your automation system, such as PLC/SCADA/DCS, or a higher level system?

Any delays to your processes and the resulting loss of production can prove very costly. Ensuring that the right engineer, with the right skills, is available when and how you need them is vital to ensure support can be provided competently and efficiently.

Do you need frontline support?

Defining the level of support that you need is crucial to building your support package. Say, for example, your in-house team already have the skills necessary to diagnose the problem and repair minor issues. In this case, when assistance is needed, the level of support required will likely necessitate a highly technical site visit.

- ▶ Embedded engineers for long or short terms
- ▶ Site support options:
 - ▶ 24/7/360 days per year
 - ▶ 24/5 days per year
 - ▶ Plant operation hours
- ▶ Supporting customers:
 - ▶ by phone
 - ▶ by attending site
 - ▶ by secure, remote access to their systems

Can the initial support be provided remotely?

Our technical experts can access your company's systems via a secure remote connection. This enables our team to get to the heart of your issue quickly and efficiently, resulting in a significantly faster diagnosis and resolution of your problem. It also reduces the number of external visitors entering your site – a safe and secure method for your team and ours.

Remote support also means that we can cover more locations and respond to an issue you may face overseas with real-time diagnostics and support.

When is cover needed?

Optimal Assured support is available whenever you need us. We offer 24/7 support, 360 days a year, for sites that are in constant operation. Alternatively, we can cover scheduled time periods, for example, you may only require support during office hours. Some equipment may be only occasionally operational, in which case the support may only be for specific, pre-scheduled times. Tailoring is key to providing effective yet cost effective support



Quality assured support

Site survey and obsolescence review

We can provide detailed site surveys, to ensure that the level of support that you've chosen is optimum to suit your specific equipment and manufacturing. We can also put together an obsolescence review, to check that your equipment is fit for purpose and appropriately monitored.

Secure monitoring and maintenance

We can arrange regular health checks of your system, to maximise the chance that potential problems are identified before they can adversely affect your processes and production. It is vital that your systems, and any data collected by them, are routinely backed up, and that this information is stored securely. If required, *Optimal Assured* support will streamline this process, providing a GMP-compliant procedure and secure location for your data.

Access and availability

Optimal Assured support is available to be purchased alongside equipment and systems that we have supplied, as well as systems that have been supplied by others. If required, we can support multiple systems on a single site, or on various sites, to provide you with centralised support for your organisation.

Optimal work with many companies around the world and are proud of the cultural diversity within our organisation. We have engineering and management staff who are fluent in many languages, in addition to English, including: Mandarin, Cantonese, German, French, Spanish, Portuguese, Polish, Albanian and Farsi/Persian.

Regular, detailed reports

All site visits undertaken are concluded with a comprehensive site report. We also provide regular metrics to show the usage and efficacy of our support services, so that our work can be continuously evaluated. It is important to us that you rest assured that your investment in our services is worthwhile, and that we remain accountable for the quality of our work.



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