Desoutter

Industrial Tools



PIVOTWARE

Desoutter



Service Solutions

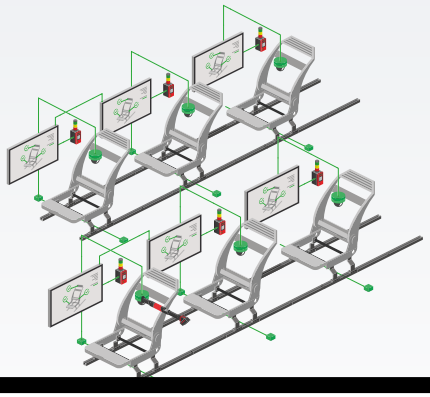
Start-up and commissioning
Certification training
Essential Care
Peace Of Mind
Production support

More Than Productivity

PIVOTWARE
Desoutter

PivotWare Service Solutions

A complete and fle
to suit yo



Start-up & Commissioning

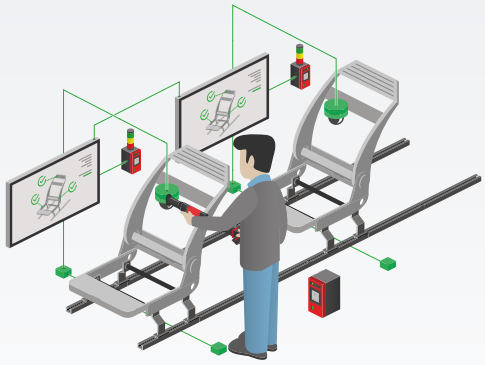


Certification Training

GET THE FULL POTENTIAL FROM

xible Service offer
ur needs





Essential Care
Remote support.

OR

Peace Of Mind
On-site support.

Production Support

For new or existing installations

PIVOTWARE to maximize productivity

Start-up & Commissioning

A standard process

1 Installation and Setup
- Desoutter takes responsibility
- Avoid loss of warranty

2 Process configuration
- Experienced technicians
- Optimised programming / setup

3 Functional Test
- According to the agreed scope
- Preliminary acceptance

4 Station Backup
- Data safe and easy to restore
- Easier line rebalancing

5 Operator Training
- Improve efficiency

6 Production Monitoring
- Supports production ramp up
- Minimises production risks

Handover Report



…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



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

* Hours on-site are to suit customer needs.

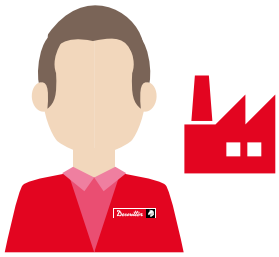
…to protect your production

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

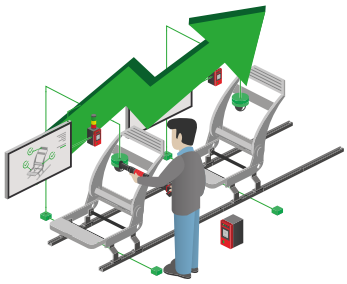
Production Support

Add more value to your installation

On-site technician



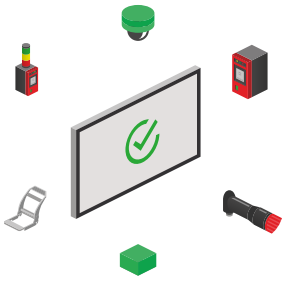
Optimisation support



Software updates



Increase scope or add functionality



…to bring more benefits

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

More Than Productivity

English
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