

SERVICE SUPPORT

ABOUT

ICONSYS are specialists in the design, manufacture and commissioning of integrated solutions incorporating multiple variable speed drives, servos, robotics, PLC's and SCADA with a vast experience of higher business systems. As a multi-disciplined engineering solution provider, the **service support** we provide represents an essential component of the overall solutions offered by ICONSYS.



We have a dedicated team of professional engineers and technical experts who are solely focused on service support. Our experienced service team offers a complete, bespoke preventative maintenance and support service and is your insurance against any unplanned and potentially costly machine breakdown or production downtime.

Prevention is better than cure

TAILORED MAINTENANCE AND SUPPORT CONTRACTS

ICONSYS provide scheduled, reactive and corrective maintenance services via a variety of support services. We offer a comprehensive suite of tailored support programs incorporating guaranteed response times dependent upon your operational and production requirements.

We can combine some or all the services below:

- Tailored support contracts
- Scheduled preventative maintenance
- Ad hoc services
- Remote support
- System auditing
- Energy audit
- Upgrade, obsolescence & decommissioning
- On-site & Off-site support
- Cyber security
- Training
- Spare parts

Uptime is crucial to any business and as a leading provider of integrated manufacturing automation and information services, ICONSYS's support services are designed to maximise our clients' return on investment and reduce downtime by resolving problems quickly utilising the latest remote monitoring and access technology. Our clients rely on us to provide rapid and proficient support which deliver effective solutions designed to maximise the uptime of their production line in order to remain continuously operational.

Our service team will provide the technical support and skills necessary to maintain and develop your facilities to the highest standard. When issues require onsite assistance, our engineers can be quickly dispatched to resolve the matter in-hand.



SCHEDULED PREVENTATIVE MAINTENANCE SERVICE

A tailored service contract can be designed to best suit your specific needs. Typically a customised contract will provide for periodic inspections and services to ensure that your machinery maintains its form, fit, and functional characteristics and performs at optimum levels through the product life cycle. A service log is created and updated at each scheduled visit.

Through the implementation of condition-based monitoring and proper preventative planning ICONSYS can help eliminate unnecessary maintenance, saving on costs without reducing plant up time or reducing plant reliability.

CYBER SECURITY SERVICES

Cyber-attacks on SCADA/ICS are rare but increasing. The temptation is to dismiss the problem but after events like Stuxnet it is clear that cyber security needs to be treated with the utmost importance. At ICONSYS we offer security services to ensure that our customers are protected from external and internal attacks on their control systems.

TRAINING SERVICES

Our training programmes can be conducted at a location to accommodate your needs and best suit the learning objective. We start with a comprehensive audit of your employee skill-levels, identifying knowledge gaps and recommending the tools, training and resources necessary and then transfer our knowledge to your employees who will be running the equipment, so that your machines continues to operate at peak performance.

UPGRADE, OBSOLESCENCE & DECOMMISSIONING SERVICE

With the passing of time systems deteriorate and obsolete equipment and spares becoming expensive and difficult to source. Upgrading software and hardware can be costly, and it's essential that expenditure is minimised over the lifecycle of a process. Our experienced service team can offer inspection services and safe removal when replacing ageing, redundant or obsolete machinery.

With a clear roadmap approach our customers are best able to manage their budgets and schedule upgrade work which minimises disruption and maximises up time.

REMOTE SUPPORT SERVICES

Through secure remote site access our engineers can carry out system diagnostic, trouble-shooting and modifications to software without the delays and costs associated with carrying out the work on site.

We aim to reduce the risk of forced outages, by predicting potential unplanned shutdown event to ensure machinery down time is managed in the most effective and efficient manner.

PERFORMANCE AUDIT SERVICES

Reducing costs and running plant efficiently is of the utmost important to any company. ICONSYS engineers can carry out **ENERGY** and **SYSTEM** audits to help you achieve maximum levels of efficiency and lower production costs. Our specialist service engineers are able to offer on-site and off-site data analysis to ensure that your plant runs at its optimised potential.

ON-SITE & OFF-SITE SUPPORT SERVICES

Our experienced service engineers can diagnose machinery problems **on-site** and in the majority of cases resolve the problem during the visit. Some circumstances dictate that we may need to work on your equipment **off-site** at our premises. Rest assured repair work is in accordance with our quality standards and a warranty repair guarantee certificate is issued, all equipment is returned as quickly as possible.

AD HOC SERVICES

If you feel that you do not require an annual support agreement, we can offer you flexibility with ad hoc repairs, where no commitment is required. As an ad hoc support client, you will receive the same high level of professional service that contracted client's experience.

SPARES SERVICE

As your single-source for all spare parts, we can save you money, time, hassle and expense of sourcing parts from numerous suppliers. We provide a single point of contact and competitive pricing for replenishment inventories and time critical replacements.



CONTACT

To find out how an ICONSYS's tailored support agreement can minimise risk, provide a safe place to work and lower long-term costs while maximising plant efficiency, please contact ICONSYS on:

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