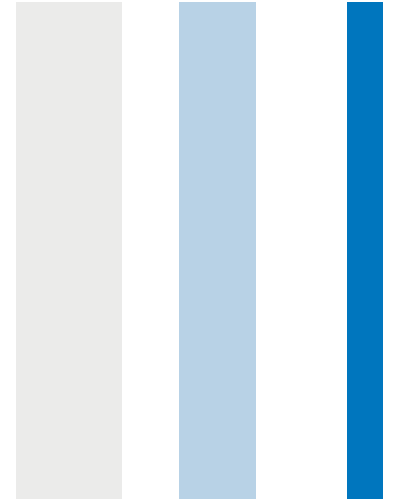


Sustaining Services



We have a dedicated team of professional engineers and technical experts who are solely focused on the first line support for your current or legacy automation and process control equipment.

With Iconsys **ServConnect** we are able to offer our customers a complete package to cover any bespoke support requirements, connecting our services to enhance your support infrastructure.

- On-demand Connected Support
- Integrated Connected Support
- Managed Connected Support

Our connected services are extended through a wide variety of electrical system service and support, ranging from emergency 24/7 breakdown response, planned maintenance support of your complete automation system, obsolescence upgrade of legacy equipment and more.

Our experienced team of professional engineers can be insurance against unplanned and potentially costly machinery breakdowns or production downtime.

The unique advantage we have in the market place is the enhanced support available from our in-house application projects team

We offer automation support services on all major manufacturers' equipment.

The scope of our support can be tailored to meet your specific requirement. Service contracts can be for a fixed amount of hours to be used as and when required, or at specific shutdown.

Enhanced support can also be included to provide a guaranteed response time when critical equipment failures.

Typical work can include any or all of the services below:

- Critical support of your automation systems
To include:
 - PLC
 - VSD Motor Control
 - Network / SCADA
 - Robots
- Contract 24/7 Support
- Tailored system service support
- Scheduled preventative Maintenance
- Remote support
- Site adoption report
- Non-contract call out (re-active)
- Energy systems audits
- Training
- Parts supply
- Workshop investigation (on & off-site)
- Obsolescence & decommissioning upgrade
- Industrial networks health check & fault investigation

ServConnect is our system supporting end customers with our connected services

- A ServConnect support contract offers peace of mind
- Keeps machinery working safely alongside employees
- An effective service strategy is essential to any business future growth
- To optimise production efficiency
- Minimises machinery downtime
- Understanding your business needs, developing a roadmap to enhance future performance
- Trained and skilled workforce – optimum modern product knowledge

On-demand Connected Support

With 24/7/365 availability, iconsys experts are always on hand for immediate reactive support.

Initially via telephone and remote access (if available), our engineers will offer technical assistance and support.

Should further support be required an engineer will be available to attend your site and investigate your system.

However, if you ever require direct emergency assistance, simply contact us for around-the-clock repairs or technical support, and we'll send a team to your site within service level agreement times.

Benefits of On-demand Connected Support

- Offering reactive 24/7 support
- Initial telephone support is on hand for immediate assistance
- Remote support is available for customers set up to allow access
- Site support with agreed SLA times
- Repair services
- Banked hours
- Spare parts sourcing

Integrated Connected Support

Neglecting the proper maintenance can make your systems unreliable, leading to unscheduled downtime, product waste and less profitability.

Working to busy manufacturing schedules it may be difficult to keep up with

Working together Iconsys will provide planned maintenance support designed to help mitigate these risks and eliminate unplanned outages.

Identifying your requirements, we develop a proactive plan to support your systems

Benefits of Integrated Connected Support

- Reduce and prevent downtime with planned maintenance support and asset backups
- Bolster maintenance teams when short staffed
- Automation maintenance
- Drive servicing
- UPS servicing & maintenance
- Software backups
- Robot assistance
- An embedded engineer—agree times

Managed Connected Support

To maximise the productivity of manufacturing facilities, the automation systems, related information systems and operating equipment need to be monitored in real-time – Iconsys takes care of it all.

A delayed response to incidents can cost valuable production time and even lead to damaged equipment or injured personnel.

Proactively measuring and analysing the efficiency and effectiveness of systems through managed connect support reduces downtime and repair costs, while extending the lifetime of your assets.

Benefits of Managed Connected Support

- Network health checks
- Energy audits
- Predictive maintenance solutions
- Condition monitoring
- Site audits to identify obsolescence risk
- Parts management services
- Training plans

Who we are

Iconsys is a leading UK automation solutions provider and systems integrator. Well-established and highly respected, we combine innovative technologies with extensive industry knowledge and experience, supporting you throughout the asset lifecycle to enhance the performance of your business.

Our vision is to lead customers into the digital era, through close working partnerships built on trust. We are driven to delivering world-class solutions that inspire change across multiple markets.

Whatever industry you're in,
whatever technology you need,
Iconsys has the solution.

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