

## COMPLETE SERVICE PACKAGE



# 24/7 HOTLINE SERVICE

**In case of breakdown, it is crucial to get fast and qualified help. Au2mate offers a complete range of services both remotely and in the form of on-site support.**

### SERVICE - INTRODUCTION

Automation is part of the "central nervous system" of a dairy facility. In case of breakdown, it is crucial to get fast and qualified help. Au2mate offers a complete range of services both remotely and in the form of on-site support. This allows software and hardware to be diagnosed and modified quickly and cost-effectively. Au2mate also offers service agreements to existing plants according to customer wishes.

### AU2MATE SERVICE CONCEPT

The demands for the uptime of the factories are constantly increasing, production with sensitive products is running around the clock and raw product for further processing is continuously delivered to the factories. Unintended stop is costly and can have serious consequences for customers and suppliers. Au2mate offer a complete service package to the systems that Au2mate has developed and delivered in cooperation with our customers. The services are based on customer needs and build on Au2mate core competencies and experience within automation that include instrumentation, PLC, SCADA and MES.

The service concepts we offer our customers consist of 4 main elements, which are described here.

### 24/7 HOTLINE

Au2mate 24/7 HOTLINE agreement is the basis agreement which includes access to 24/7 emergency service with guaranteed assistance on calls around the clock as well as periodic check of remote connection and free assistance per telephone the first half hour within normal opening hours.

### SYSTEM CARE

Au2mate SYSTEM CARE agreement is a supplement to the basis agreement and includes periodic health check of the control system key components and software licenses.

### PLANT CARE

Au2mate PLANT CARE agreement is also a supplement to the 24/7 basis agreement and includes systematic review of the plant's key components (panels, instruments, actuators) as well as functionality and operator dialogue.

### SPARE PARTS

Au2mate offers SPARE PARTS to the control system according to the requirements and wishes of the customer.

|           |              |             |            |             |
|-----------|--------------|-------------|------------|-------------|
| MES       | 24/7 HOTLINE | SYSTEM CARE | PLANT CARE | SPARE PARTS |
| SCADA     |              |             |            |             |
| PLC       |              |             |            |             |
| INTERFACE |              |             |            |             |

Au2mate service concept



AU2MATE 24/7 HOTLINE AGREEMENT IS THE BASIS AGREEMENT WHICH INCLUDES ACCESS TO 24/7 EMERGENCY SERVICE WITH GUARANTEED ASSISTANCE ON CALLS AROUND THE CLOCK AS WELL AS PERIODIC CHECK OF REMOTE CONNECTION AND FREE ASSISTANCE PER TELEPHONE THE FIRST HALF HOUR WITHIN NORMAL OPENING HOURS.

## AU2MATE - YOUR PROFESSIONAL PARTNER

Au2mate develops and supplies automation solutions for the dairy industry in Denmark and abroad. These solutions are prepared through teamwork and close partnerships with our customers, and they cover the entire range from complete automation projects to consultancy services and advice.

We have many years of experience in the field of process automation. We have developed a structured work method, and with efficient knowledge sharing tools, we can guarantee rapid delivery of top-quality solutions at competitive prices.

### REFERENCES

Over the past 2–3 decades, Au2mate's staff have been part of dedicated and successful automation solutions for trailblazing dairy projects of all sizes in Denmark and abroad.

Our reference list contains everything from standard control system solutions to MES solutions and ERP – as well as control systems for hi-tech and very critical sub-processes.

Our customer base features leading dairies in Denmark and worldwide. Au2mate guarantees dairies fully functional solutions on time and at the right price.