

## 24/7 Complete Automation Support Program



### Advantages

- Reduce costs associated with system down time
- Reduce drain on plant personnel from afterhours support calls
- Lifeline always available to ensure that your product is going out the door

Design Group is a premier system integrator in North America. This support program guarantees on-call support for break-fix scenarios 24/7, 365 days a year. Design Group can provide a comprehensive support program tailored to your plant's individual needs.

**24/7 On-Call Phone Service** - Call our phone number any time you need us – 24/7, 365 days a year. Our call-answering service will be waiting to receive your call and direct it appropriately. Guaranteed support means you don't need to count on just one person to answer their phone.

**Reactive Phone Support** - Troubleshoot via phone call. All support sessions are documented within our ticketing system.

**Reactive Computer Support** - Troubleshoot while online live with your controls systems via a secure VPN connection to your site.

**Video Call Support with Augmented Reality** - Troubleshoot via video conference call on any smartphone or tablet, now with the ability draw on the screen during the call.

**Support Ticket Tracking System** - All support sessions are tracked in a ticketing system which can be reviewed for reoccurring issues and is used to notify you of support calls from your team.

**Remote Monitoring** - Our professionals monitor your controls system remotely and proactively notify you of any issues.

**On-Site Preventative Maintenance Visits** - Quarterly on-site visits to ensure proper operation of devices and reduced downtime. This includes visual inspection, review of any faults/errors, and memory checks. In addition, Design Group will schedule a meeting to review the findings of the Preventative Maintenance Visits and all Support Calls with your team.

**Pre-Paid Support Hours** - Support time is included in a convenient monthly fee.

**Remote Support Hardware Bundle** - A tablet (including industrial case) and noise cancelling headphones maximize the efficiency of your remote support.

*Design Group operates from 45+ offices in the US and India providing engineering, consulting, and technical services to the world's leading companies in the Food & Beverage, Life Sciences, Advanced Technology, Industrial, and other market sectors. Our nearly 1500 technical and engineering experts have direct industry experience in industrial automation, control system integration, facility and process engineering, architecture, construction management, regulatory compliance, enterprise technology, and other consulting services.*