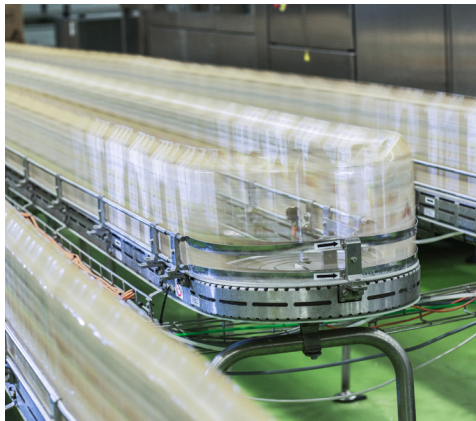


## Complete Automation Support Program



Design Group is a premier system integrator in North America with extensive experience in providing automation system support. The Design Group Complete Automation Support program at its core is comprised of three distinct components – Discovery, Preventative Maintenance, and Reactive Support. The Discovery Phase consists of documenting the current system (if necessary) and setting up Design Group remote access. The Preventative Maintenance (PM) component involves periodic onsite visits by a Design Group professional to perform system health check tasks such as documenting and clearing PLC/HMI faults, PC utilization information, and visual inspection of panels. Finally the Reactive Support portion of the support contract includes on call support for break-fix scenarios 24 hours a day, 7 days a week, and 365 days a year. Design Group can provide a comprehensive support program that is tailored to your plants individual needs.

*Design Group operates from over 40 global offices in the US and India providing Engineering and IT consulting to the world's leading companies through the efforts of over 1,400 engineering and technical specialists. Design Group professionals have direct industry experience with industrial automation, process engineering, regulatory compliance and systems integration.*

### Core Features

- Upfront documentation of the control system
- 24x7 reactive support to issues
- Periodic preventative maintenance visits to proactively address potential down time causing issues
- Ticketing system to track issues
- Remote support coupled with onsite support as necessary
- Offsite disaster recovery backups of critical programs
- Labeling services for automation equipment

### Optional Features

- Automatic offsite backups
- Software Patch Management for automation software and operating systems to ensure systems are hardened against cyber security threats
- Remote monitoring of critical automation infrastructure

### Advantages

- Reduced maintenance costs
- Reduce drain on plant personnel caused by afterhours support calls
- Always have a lifeline available to ensure product is going out the door