



System support

Most control systems based around SCADA and telemetry, and using RTUs or PLCs, are implemented to ensure that business critical functions provide the highest levels of service. To ensure maximum availability and efficiency this, the control system, must be maintained by experienced engineers, using the correct spares and test equipment.

Whether the equipment you are managing is in one building or geographically spread across hundreds of remote locations throughout the country, Schneider Electric has experience in providing a wide range of technical support services to help you get the best from your system investment.

technical support



Technical support when you need it

Most of our customer's systems operate on a permanent 24 hour basis. To get the best business benefit from the system it is important that there is a complementary support infrastructure. We offer a range of services to meet this need, designed to fit around the customer's individual support strategy.

We have a dedicated helpdesk providing 24 x 7 support which tracks and logs incidents as they occur from anywhere around the world. The helpdesk is staffed by trained operators and a network of system support staff who each specialise in a range of different technical disciplines.

We can provide advanced electrical network management and analysis facilities via PowerLogic e-services. The system is fully compatible with existing PowerLogic site systems and can be easily retrofitted to non-PowerLogic sites. We can provide a complete solution through our suite of web-enabled ethernet communication devices, PowerLogic software and reporting expertise.

The technical support services we offer have been designed to complement our standard warranty thus giving the customer access to a completely tailored support solution from the first day the equipment goes operational. Services can be ordered either with an original purchase or can form part of an annually renewable maintenance contract.

A range of services are available

- Helpdesk (normal working hours or 24 x 7)
- Software updates
- Hardware repairs
- System upgrades and evolution
- System administration and housekeeping
- Disaster recovery
- Training workshops and formal courses

Benefits a support contract can provide

- Access to specialists with the right level of knowledge and experience 24 x 7
- Remote dial up or VPN access to minimise system downtime in the event of a fault arising
- Guaranteed response time to attend site
- Technical guidance to help keep the system in good health
- Reference systems at our support centre to perform hardware and software testing and support away from the live operational environment
- Regular review against a Service Level Agreement
- Fixed annual maintenance costs

Experience in delivering support contracts

Schneider Electric has evolved SCADA systems to meet new business needs in the following sectors:

- Electricity distribution
- Rail
- Financial institutions and data centres
- Defence
- Oil and gas
- Nuclear
- Health

Adaptable contracts to suit customers' needs

Our technical support services are adaptable to suit the customer's maintenance and support strategy. In the unlikely event that our standard maintenance and support services do not suit a customer requirement, we can customise a tailored support solution which can vary from a thin layer of support to a complete turnkey support solution.

