



Industrial Tools

PI[✓]OTWARE

Desoutter

Service Solutions

- Start-up and commissioning
- Certification training
- Essential Care
- Peace Of Mind
- Production support

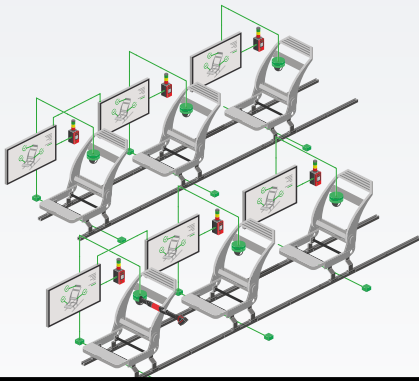
More Than Productivity





PivotWare Service Solutions

A complete and flexible solution
to suit your needs



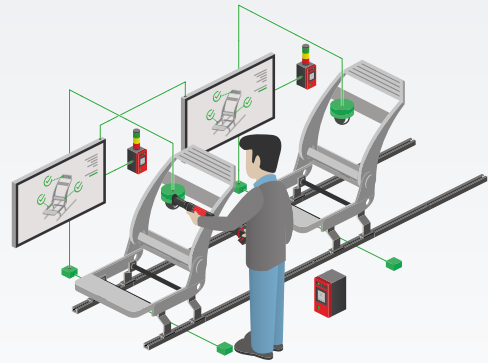
**Start-up &
Commissioning**



**Certification
Training**

GET THE FULL POTENTIAL FROM PIVOTWARE

Flexible Service offer for your needs



Essential Care
Remote support.

Production Support

For new
or existing
installations

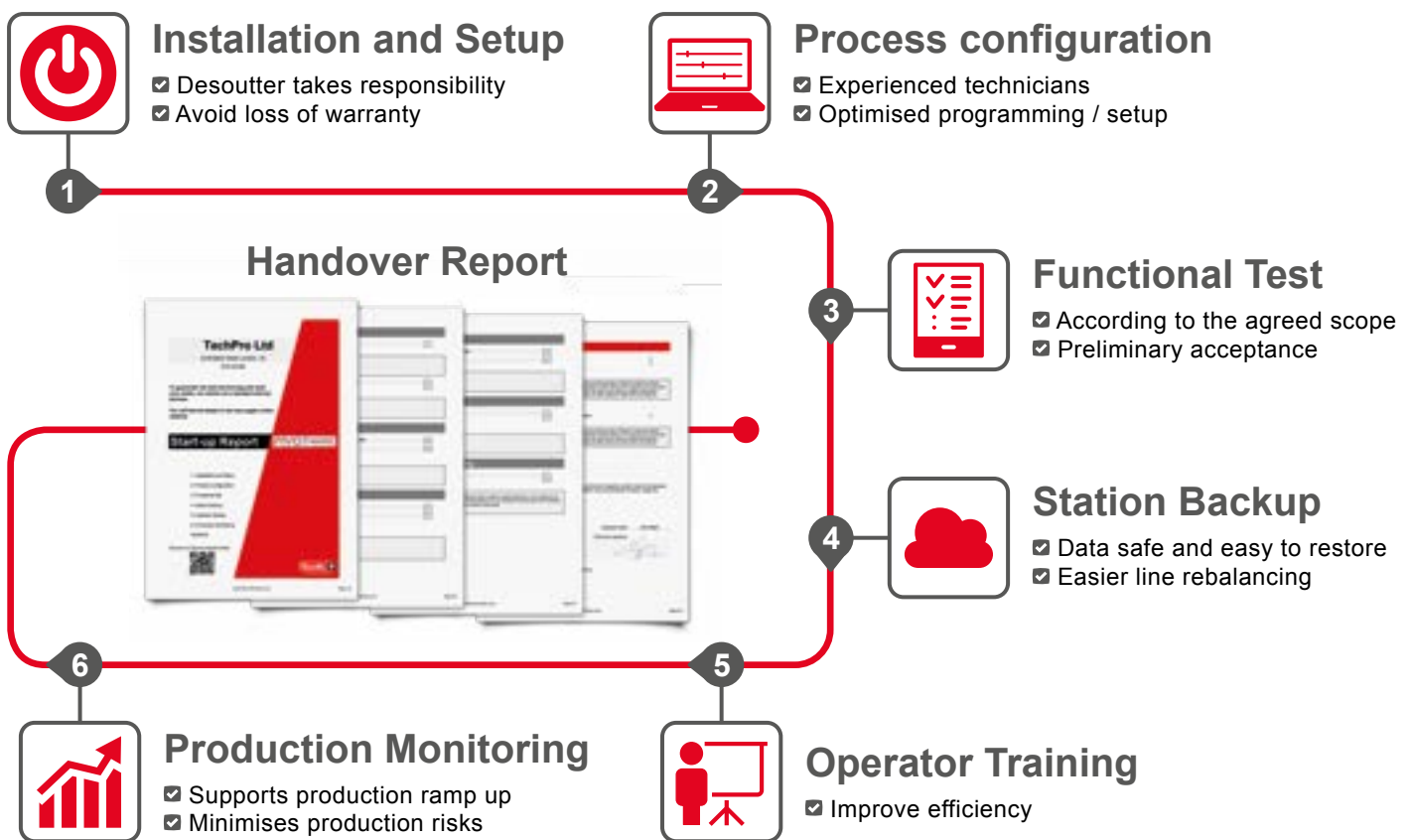
OR

Peace Of Mind
On-site support.

PIVOTWARE to maximize productivity

Start-up & Commissioning

A standard process

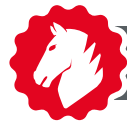


...for a professional and high quality installation

- ✓ Fast and right first time
- ✓ Avoids delays in Start Of Production
- ✓ Full support from start to finish
- ✓ Maintain equipment warranty

Certification Training

Train your team



2 LEVELS OF CERTIFICATION

1

Process configuration



2

Maintenance & Trouble shooting



...and provide the maintenance and support for your installation

- ✓ Certified training
- ✓ True customer ownership
- ✓ We recommend “Essential Care” to complement this solution

Support Solutions

Remote support on station/module issues
Remote support on server/network issues
Free access to on-line training
Free access to new releases
Advanced support on stations and modules
Advanced support on server, db and network
On-site technical support*
Optimisation with new Features
Performance KPIs



Essential Care

Peace Of Mind



REMOTE SUPPORT

ON SITE SUPPORT

* Hours on-site are to suit customer needs.

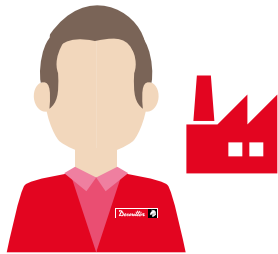
...to protect your production

- ✓ Choose the right solution for you
- ✓ Protect your system data from loss or corruption
- ✓ Fast response reduces the risk of delays and lost production

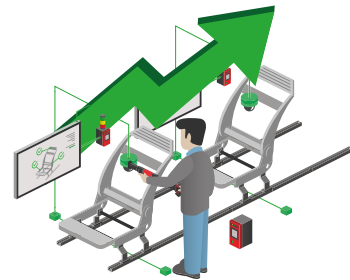
Production Support

Add more value to your installation

On-site technician



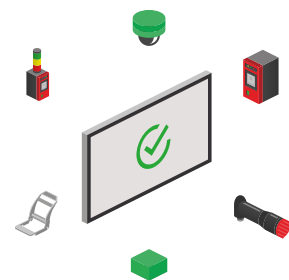
Optimisation support



Software updates



Increase scope or add functionality



...to bring more benefits

- ✓ Fast response for trouble shooting
- ✓ Further improve process and quality
- ✓ Increase the benefits from your installation

More Than Productivity