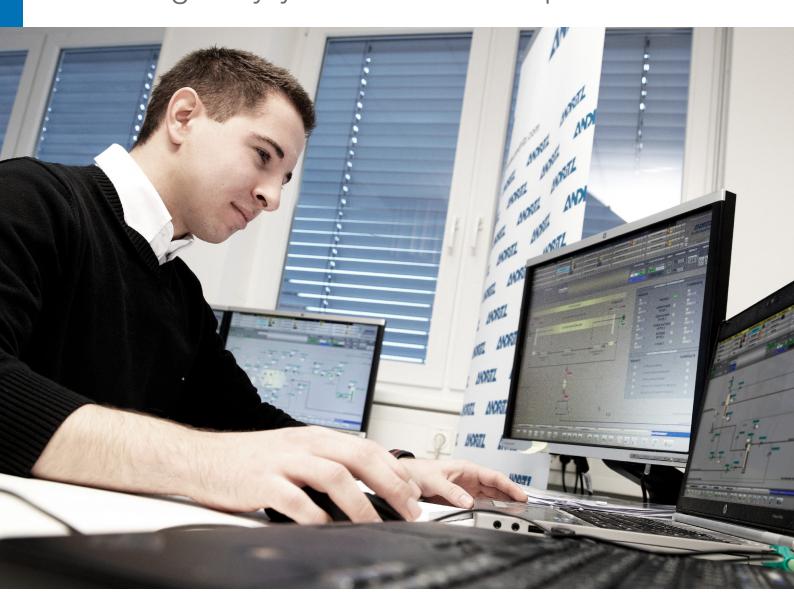


Continuous Remote Support Service

System availability and asset protection – we are right by your side when uptime counts





Continuous Remote Support Service

System availability and asset protection

ANDRITZ AUTOMATION offers a service to give you peace of mind about the performance of your automation systems. With our Continuous Remote Support Service (CRSS), we are by your side – monitoring, inspecting, updating, backing up, and taking preventative measures on a regular basis. And, providing instant engineering support remotely if needed. Our team of experienced engineers will tune or improve your automation systems. This helps your plant reach its production, quality, and cost targets in a very economical and practical way. We are there when you need us.

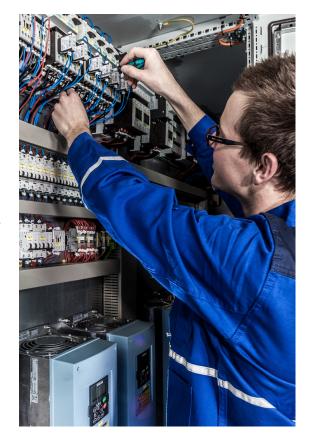


Characteristics

Basic Continuous Remote Support Service	Included
Remote support (specified engineering hours*)	✓
System inspection and performance monitoring	\checkmark
Preventive maintenance actions	\checkmark
Documentation and spare part treatment	\checkmark
Continuous backups	\checkmark
Service reporting	\checkmark
On-site work* (two days/year)	\checkmark
*Basic package: Additional hours/visits can be contracted for	

Benefits

- Ensured system availability
- Improved automation performance
- Limited upkeep expenditures
- Asset protection
- Immediate service support
- Preventive maintenance/uptime
- Data security backup
- Experienced and familiarized engineers





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