

# AUTOMATION SUPPORT

Interstates offers 24x7 support for your plant's control system. We staff an in-house dedicated support lab with programmers and technicians on call 24 hours a day, 7 days a week, 365 days a year. Whether you need troubleshooting help during standard business hours or have an emergency over a holiday, Interstates' Support team will be there for you. Having a dedicated support group allows us to customize a support package specifically tailored for your needs, even if that means regular onsite time, hardware or software upgrades, or answering a quick question once in a while. Calling Interstates' support line will guarantee a response within 30 minutes, no matter what time of day you call.

## TOMORROW'S CHALLENGES SOLVED TODAY

The Interstates Control Systems, Inc. Support team has been busy developing the next generation of support services. Our support services give clients much more than a standard break/fix type support. We have completely revamped our support offerings and added proactive services including:

- Remote System Health & Status Monitoring
- Error Log Monitoring
- Data and System Backup Solution Monitoring

The goal of these proactive services is to detect potential issues early and fix them before they cause a process upset or a plant downtime incident. We know that downtime is extremely expensive and can impact your ability to provide product to your own clients. Additionally, downtime can have negative downstream impacts to supplier and customer relationships. Therefore, we make it our mission to help you with your support needs.

## WHAT'S NEW

Our team also offers on-site services including:

- Critical PID Control Loop Turning
- Control System Obsolescence Auditing Services
- Control System Inspection and Preventative Maintenance Recommendations
- Operator and Maintenance Training Services

Our on site team can be utilized to make minor changes to the system to help it operate more efficiently or to improve product quality. We have increased our full-time dedicated staff to almost a dozen support professionals. These individuals are capable of supporting most hardware and software platforms currently on the market, as well as many legacy systems for which support is difficult to find. We support all systems designed and installed by our team as well as systems designed and installed by others.

# INTERSTATES

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# AUTOMATION SUPPORT

## CUSTOMIZED SUPPORT PLANS

Interstates Control Systems offers a number of support service plans designed to meet your specific needs.

Our control systems professionals are capable of supporting most hardware and software platforms currently on the market. This includes support for systems that we have designed and installed as well as systems that were designed and installed by others.

## SUPPORT LEVEL | COVERAGE

LEVEL 1

8:00 A.M. – 5:00 P.M. CST  
CALLS TAKEN IN THE ORDER IN WHICH THEY ARE RECEIVED (1-HOUR MINIMUM CHARGE).  
  
SCHEDULED AFTER HOURS, HOLIDAY, OR WEEKEND TECHNICAL SUPPORT  
(REMOTE SUPPORT ONLY) AT ADDITIONAL COST, 4-HOUR MINIMUM CHARGE.

LEVEL 2

24X7 ACCESS TO SUPPORT TECHNICIAN WITH A 30-MINUTE RESPONSE TIME.

LEVEL 3

24X7 ACCESS TO SUPPORT TECHNICIAN WITH A 30-MINUTE RESPONSE TIME.  
NO HOURLY MINIMUMS.  
THIS SUPPORT PLAN IS INTENDED TO COVER SUPPORT SYSTEM RELATED ISSUES THAT CAN BE COVERED BY WAN OR DIALUP CONNECTION.  
OPTIONAL ON-SITE SERVICES FOR CHANGES, UPGRADES OR DIAGNOSTIC SERVICES ARE AVAILABLE AS THEY ARE FOR LEVEL 2.  
THIS CONTAINS 40-HOURS OF SUPPORT, ANY TIME OVER 40-HOURS WILL BE BILLED AT CURRENT RATE.

SUPPORT 2.0

ALL THE BENEFITS OF A LEVEL 2 OR LEVEL 3 CONTRACT.  
  
PREVENTATIVE QUARTERLY CONTROL SYSTEM CHECKS AND REPORTS.  
  
OPTIONAL SITE VISITS.  
  
NO HOURLY CHARGES.

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