8760 Support

8760 Support can be contacted every day of the week at any time – there is always Fastems expert responding to the incoming calls. Fastems remote diagnostic and problem solving service includes remote support via telephone, email and webportal, or a remote connection. You can choose from different service levels depending on your needs.

What is included?

- 24/7 technical remote supportMultilanguage supportOnline view to the troubleshooting status

Frequency

Continuous as part of contract OR pay per call

Good To Know

- Periodical system backup and remote connection test for contract customers
- In-depth trouble shooting capability via remote desktop connection

"We need help with our system."

✔ Global response, reduced downtime

"I need to deliver to my customers what I have promised."

✔ Fastems partners with you to meet your production needs

"I want to know what is done and what is the problem in the system as soon as possible."

✔ Real-time case reporting through a web portal

Rocking the world of manufacturing

4000 installed systems

1982 first system installed – it's still running

24/7 worldwide technical support

85 % of support cases solved remotely

Contact us
Fastems 8760 Support
+358 8000 8760, support@fastems.com

Fastems

Control System Inspection

The Control System Inspection is done as an onsite visit by a control system expert from Fastems. Both the control unit hardware and software are inspected to predict the remaining lifetime of the control unit(s).

"I want to prevent potential future problems."

✓ **Identify the computer components which are showing symptoms of wear and possible upcoming breakage**

"We need to our computers/systems to be on point."

✓ **Reduce the risk on unexpected production loss due to computer related issues**

What is included?

- Visual HW condition inspection
- Hard disk space inspection
- CPU usage analysis
- Memory usage analysis
- Database condition analysis
- TwinCAT CPU usage / limit analysis
- Windows event logs analysis
- Data security analysis
- HW functionality analysis with dedicated SW tools

Frequency
After the initial 12 months and then every 3-12 months

Good to know
During the visit, a backup is made of the system, and if production time permits, a fresh disk image is created.

Rocking the world of manufacturing

4000 installed systems

1982 first system installed – it's still running

24/7 worldwide technical support

85 % of support cases solved remotely

Contact us   Fastems Life Cycle Services
proposal.lcs@fastems.com

8760 Fastems

Production System Analysis

The Production System Analysis is done by a Fastems production expert. By analysing remotely collected data, the expert is able to reveal possible bottleneck of the production and suggest improvements.

"I need to understand what affects to my automation system availability."

✓ **Production System Analysis report has two main topics - one of them is availability...**

"I need maximum output from production."

✓ **...and the other one is performance**

"I need to benchmark my production performance against the industry standards."

✓ **Fastems expert is able find explanations to the observed system behaviour and can compare performance against other similar systems**

What is included
Remote analysis report of system availability and performance:
▪ Service history
▪ Alarm history
▪ Spare part history and recommendations
▪ Cell Controller status
▪ Device utilization compared to availability
▪ Scheduling efficiency
▪ Production settings

Frequency
6 months

Good to know
▪ Fastems expert is available for visit for further analysis and support in implementing the changes
▪ Production System Analysis is a good tool to understand production training needs

Rocking the world of manufacturing

4000 installed systems

1982 first system installed – it's still running

24/7 worldwide technical support

85 % of support cases solved remotely

Contact us   Fastems Life Cycle Services
proposal.lcs@fastems.com

8760 Fastems