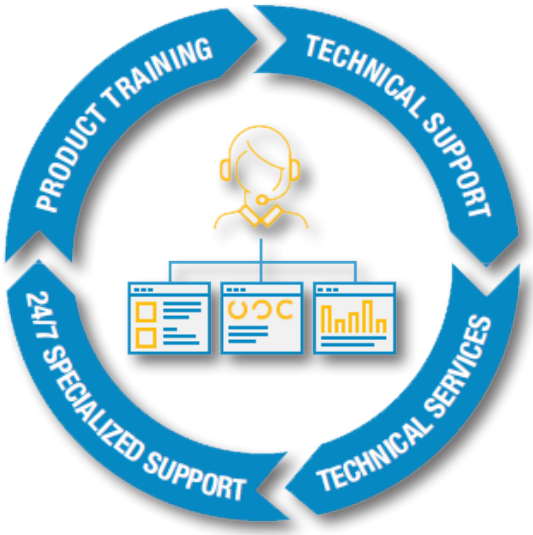
AutomaTech®
Optimizing Industrial Operations



TotalCare© Support

How We Can Help You

Our team of highly skilled professionals can help identify factors affecting your efficiency and potential. We can assist in securely managing and supporting your critical industrial systems, while providing support and education for the lifespan of your products. We're dedicated to helping you reduce risk and minimize downtime so your business can focus on value-driven initiatives.



Benefits

Our technical services help manufacturing and industrial companies:

- Develop technical skills through product training and events
- Utilize Technical Support to understand and protect your investment
- Overcome complex challenges with Advanced Technical Services
- Ensure business continuity with 24/7 Specialized Support

Value-Added Services

Product Training

- Software Training including GE Certified Classes & Custom Training
- Technology-focused Workshops, Webinars, Training, & Events
- Customer Experience Center to See the Latest Technology in Action!

Technical Support

- Pre-sales and Post-sales Technical Support Guidance & Best Practices from Experienced Solution Architects
- Specification of Software, Data Acquisition, Computing, & Networking

Technical Services

- Installation & deployment services for MES SCADA (iFix, Cimplicity, Ignition, Aveva) and AMDT's Octoplant platform.
- Advanced Product, Application, & Strategic Services
- Site Assessments & Product Lifecycle Upgrades

24/7 Specialized Support

- Expert-level Services Pre-trained on Your Application
- On-Call Product & Application Support Services
- Remote Monitoring & Management Services

4 Tiers of Support

1 Self-Help

- Knowledge Base Support>>
- Videos
- App Notes
- Whitepapers
- Email Support>>
- Online chat with customer service

2 Product Support

- Problem identification
- Phone & virtual support (508) 830-0088 Ext. 3 (8AM – 5PM EDT.)
- Product Training Classes (Basic, Advanced, Custom)
- Service requests - Application Assistance

3 Application Support

- Virtual or onsite
- Technology & application support
- Migration & upgrades
- Architectural & road mapping support
- Virtual machine support
- Compute platform support
- Hybrid cloud support
- Disaster recovery support
- Deployment support (with our 3rd party SIs)

4 Total Care Support

- 7x24 Support
- Continuous Support
- Alert Management & Notifications
- System management support
- Enterprise SCADA. MES, & Historian Applications
- Deployment Support (with our 3rd party SIs)

Contact Information

Technical Support Hours

8:00am-5:00pm EDT

Knowledge Base

automatechinc.atlassian.net/wiki/spaces/SUPPORT/overview

Email Support

support@automatech.com

Solution Architect Support

automatech.com/solutions-support

Create a Case

automatech.com/technical-support

TAG SOLUTIONS

TAG Solutions is a division of TAG, a consortium of companies within the Flow Control Group. TAG offers intelligent process automation solutions that are integrated into industrial operations across North America. At TAG Solutions, our engineers are experts not only in current automation technologies and trends, but also legacy systems that remain the lifeblood of many of our customers.

automatech.com/technical-support