

## **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	✓
Preventive maintenance actions	✓
Documentation and spare part treatment	✓
Continuous backups	✓
Service reporting	✓
On-site work* (two days/year)	✓
*Basic package: Additional hours/visits can be contracted for	
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### 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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