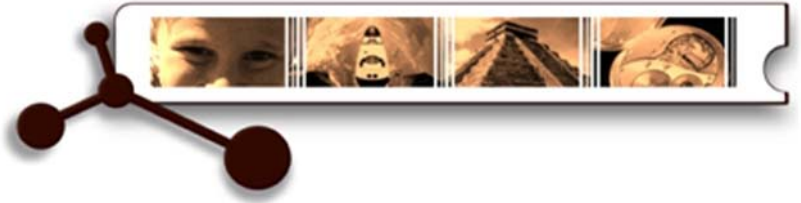


# Parasyn Total Support



## 24 Hour Peace of Mind with High Powered Support Options for Complex SCADA & Process Information Systems

### Support Systems

Parasyn provides total support on turnkey SCADA and Process Information solutions, existing automation and process control systems. We are committed to providing you with best practice support services and solutions.

Our objectives are to not only resolve current issues quickly, but also introduce improvements to prevent future problems. This allows you to achieve greater productive return on your investment with the peace of mind that your system is supported 24 hours a day by experienced engineers and programmers. Typically cross training and consistent design approaches empower more than one engineer to be familiar with our client's specific customisations. This ultimately provides reassurance that contingency has been factored into the Service Level Arrangements.

### How you Benefit

- We practice a specific service approach to maximise our effectiveness and efficiency in resolving your issues.
- We focus on your systems stability, robustness and availability for 24 hour peace of mind
- We operate a cross training approach to ensure multi-resources have knowledge about all systems that are covered by the Premium service. This means that absent staff do not affect the quality of service offered.
- We document systems to a high degree for both external and internal publication. This means that information is well organised, up to date and accurate for your system.
- We manage a large knowledgebase for many products, integration components and prior issues to ensure that your solution is at our finger tips.
- We manage our own information system and portal including multiple distributed information servers which are internet accessible helping resolve your issues quickly.
- We are well equipped with service tools and instruments for on-site assistance.
- We understand your business and the necessity to minimise down-time, receive good advice and develop on-going improvements for improved product life cycle and better return on your investment.

### Service Levels

#### *Premium 24/7*

This support contract is offered for those companies with critical system needs. If your system is vital to your organisation 24 hours a day, 7 days a week, you may wish to consider the Premium 24/7 support contract. This support contract provides you with phone, email and on-site support with immediate action 24/7. Priority status is assigned to all issues submitted by Premium 24/7 support contract holders.



#### *Essential 24/7*

This support contract is offered for those companies that require high level support, but not necessarily mission critical. If your system's stability is vital to your organisation then you may wish to consider the Essential 24/7 support contract. This service is also suited to organisations that operate in remote locations. This support contract provides you with phone, email and scheduled on-site support with an immediate response 24/7 and next working day action. Next day status is assigned to all issues submitted by Essential 24/7 support contract holders.

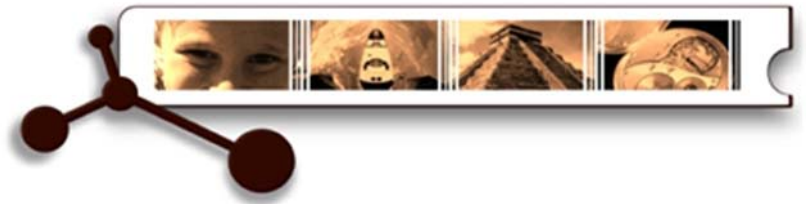


#### *Casual*

Casual Support may suit organisations that require adhoc engagements for services. This is a pre-arranged contract which reduces administration overheads and provides non prioritised support.



# Parasyn Total Support



Feature	How it Works	Benefits
24/7 Online and Telephone Technical Support	Urgent support for mission critical systems are dealt with immediately by simply calling a 24/7 telephone number	We work to resolve your issues quickly so you can get back to business, anytime day or night
Unlimited Technical Support Incidents	We don't limit the number of support requests you place. An incident is a single issue and once opened, it may take several contacts (phone or email) to close the issue	If you have an issue that needs to be resolved, we are here to help
Defined Service Level	Various service levels are available. Each service level has a defined performance for response time, action required and the scope of support	Ensure that the response meets the urgency of your systems requirement and that the right support engineers are available immediately to resolve any issues
On-line, Telephone, Email, Fax or in Person incident submission and tracking	You can contact us anytime using any method to report your incident.	Choose your preferred method for contact, providing flexibility for remote operations.
Third Party Product support including hardware and software technology updates	Software product issues and hardware faults are supported through the same support mechanisms on your behalf. We work with leading vendors to ensure interoperability and facilitate factory support.	Quick and easy resolution to software and hardware problems – no vendor finger pointing and single one-stop resolutions
Documentation Management, Extensive Knowledgebase and Technical Resources	Specific knowledge about your system is maintained in public and non public information systems allowing our multi-disciplined resources to act fast in resolving the issues	Parasyn engineers maintain and verify information about your system, your products and your issues to help you manage your systems

## Customised Solutions

Parasyn's specialty is joining unlike systems and developing companion products for existing application software. This ability comes from having a drive to understand your business needs, investigating your specific process data and developing a solution that is rich with information; more than just raw data.

We offer solutions that include control equipment, application software (typically HMI) and databases. Typically these might include database to database, HMI to database, control device to control device, control device to database or control device to HMI. If you have a specific challenging requirement, consider discussing your needs with a member of our team.

### Professional Services

Our expert team of designers and programmers can assist your organisation to customise your specific process needs. The goal of our professional services is to listen, reflect and implement. We also offer Application Design, Back-End Integration & Project Management services.

### Support

For more information please email your request to [support@parasyn.com.au](mailto:support@parasyn.com.au).



PARASYN Controls Pty Ltd  
ABN 26 093 009 379

( [www.parasyn.com.au](http://www.parasyn.com.au)

45 Millennium Place  
Tingalpa Qld 4173  
PO Box 400  
Cannon Hill Qld 4170  
AUSTRALIA

T: +61 7 3396 6388  
F: +61 7 3396 6299

E: [projects@parasyn.com.au](mailto:projects@parasyn.com.au)



QMS Brochure - Support R1\_01 20050826.vsd  
Copyright © Parasyn Controls Pty Ltd 2004  
All Rights Reserved