Rapid Response Program

By **ACS**

Select Your Features ☑

Technical Support

- ☐ Business hours technical support via phone
- ☐ Remote support with your high speed internet connection
- ☐ 24/7 emergency technical support via telephone
- ☐ Guaranteed qualified and trained responder in an emergency

On-Site Scheduled Maintenance

- ☐ PLC & HMI backups semiannually for quick recovery
- ☐ Annually inspect, clean, and certify primary controls

Discounted ACS Services

- ☐ Discounted service rate for projects, programming, qualified professional engineering services and troubleshooting

Computer Software Maintenence and Enhancements

- ☐ Software upgrades and updates (including OS, HMI, SQL, Dialer)
- ☐ Patches, service packs
- ☐ Hot fixes and security updates

Computer Hardware Maintenence and Upgrades

- ☐ Workstation/ server maintainance and replacement every 3 years
- ☐ Annual end-to-end evaluation of your control IT infrastructure

Dedicated Support Team

- ☐ Prepaid support, programming, consulting, troubleshooting
- ☐ Annual on-site application and control system strategy review
- ☐ Planning and technical advisement
- ☐ Always ready, trained technical support and service staff

Call for a Quote!

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