c.Care

An innovative remote support service package

Introduction:

In today's competitive world, productivity of manufacturing plant is of up-most concern to management. Process Control System (PCS) is the BRAIN of the plat and it's availability and performance greatly influences plant's productivity and efficiency.

Over the past decade, all of us have witnessed substantial advancements in PCS technologies.These developments have greatly helped plants to grow more productive, efficient and transparent. However, it has also imposed challenges in area of developing and retaining team of competent PCS engineers to maintain said Process Control Systems at site. It has been a wish of plant managers to have an expert PCS engineer at site round the clock.

What is c.Care ?

c.Care is an annual remote support services package developed by **CONSULTA** to address needs of plant managers in area of PCS maintenance. It is a bundle of services performed through remote service platform. It covers services from simple periodic maintenance to complex PCS diagnostics and performance optimization. It is offered with customized Service Level Agreement (SLA) as per specific plant requirements. The on-line connectivity helps to quickly study & understand the site problem and provide faster resolution. Thus, ensures higher system up-time and increased productivity.

c.Care uses secured interface to connect with plant PCS over internet to perform various maintenance activities from our remote support center. As a solution, we can deliver "c.SiteManager" kit which is to be installed at plant CCR. It supports built-in firewall and strong AES/SSL encryption. Additionally, a manual key provided with plant manager can physically control the permission for remote access. The system also maintains end-to-end audit log of remote access.

We also support TeamViewer platform for remote connectivity over internet.

CONSULTA Support Center » http://www » c.SiteManager » PLANT SITE Process Control System

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c.Care covers following services

Periodic services

c.RoutineCheck

It is periodic virtual visit to PCS installation by our support expert to check the healthiness of system. It helps to detect problem, if any, at early stage whereby avoiding an unplanned system stoppage. We provide report of various check done by support team for your record.

c.HouseKeeping

Performance of today's sophisticated PCS depends heavily on software components and computer resources. Our support team keeps the PCS environment clean and lean ensuring that your PCS performance remains at its best level at all times.

c.Back-up

In event of major PCS problems, availability of latest and complete system backup is essential for swift and trouble free restoration of system. Our support team take periodic back-up of all essential software and its folder structures and maintain it as per you disaster management / data storage policy.

On-call services

c.Diagnostics

In case a specific problem is reported, PCS is taken up for diagnostics on-line. The support team makes necessary observations and analyses the problem. If required, the problem is simulated in software lab for route cause analysis. On the completion of diagnostics a detailed report is submitted for your record.

c.Resolution

Based on the problem reported and diagnostic done our support team comes up with possible measures to resolve the problem. The same is discussed with plant managers and implemented based on their approval. A detailed report on resolution implemented is submitted for your records.

c.LifeCycleSupport

Managing product obsolescence is one of the key challenge of PCS managers. Our system experts supports you by identifying, evaluating and suggesting a most optimum replacement parts. Hence, protecting your control system investment.