

Custom support packages to suit your operations

At Advanced Control Systems, our team of experienced technical engineers embody the customer support philosophy that has won us consistently high marks in industry surveys. Our support programs are carefully constructed on a case-by-case basis, to give you the services you need at a price you can afford. And we've just added three new options to help you keep your system operating at peak performance.

- Database/display coordination and assistance, tailored to fit your application suite. This can be a combination of work done on-site and preparation done at our office.
- System administration services, designed to optimize system performance. This option can include on-site assistance.

Customer support packages

Complete system support for all Advanced Control System components (including Hewlett-Packard hardware and software)

24x7 and on-site options

More information at www.acsatlanta.com

Software and hardware support agreements

We can design a plan that suits your exact configuration and meets your critical needs, whether it's up-time, maintenance, scheduling, performance optimization, administrative overhead or upgrades. Bare bones to evergreen, we can customize a plan that's right for your operation, to ensure that your system operates at optimum performance. Among the possibilities:

- Bundled on-site service plans. We come to you to install upgrades and/or provide necessary assistance.
- System diagnostics and configuration support, including routine system dial-ins to make sure your system continues to run smoothly.

- Three-day (*OSS1*) and five-day (*OSS2*) on-site assistance programs provide a customer support engineer to perform system diagnostics, clean-up, security, administration tasks, as well as any specific needs you may have.
- 24x7 emergency service (a full support subscription option) provides access to a technician **anytime** to deal with problems related to your Advanced Control Systems system. (This service does not apply to non-emergency calls, which are handled by calling the HelpDesk.)
- Our HelpDesk is staffed from 8 a.m. to 8 p.m. EST to address all problems, requests, reports or questions you may have.



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- Start-up assistance—anything from turn-key preparation to just a little bit of fine-tuning. We can customize a plan for those who need a little bit of everything.

Training

- Your control system is a feature-rich environment designed to help you meet the needs of your growing business. To help you master your system, we offer a multitude of hands-on in-depth training programs. Although classes are offered regularly at our Atlanta headquarters, they can be conducted at your site. We maintain your training profile and plan a personalized program that will meet your specific needs. If you have a full-support agreement, you receive a 10% discount on all classes.

Extras

- Add-ons or upgrades are easy—we will handle all the details of any new equipment and incorporate it into your service agreement.
- We have set up a user forum—for Advanced Control Systems customers only—on our website: www.acsatlanta.com. We encourage you to visit our website often and to send us your suggestions for improvements. We consider user requests and comments when devising new support programs, designing new or improved products and creating new applications.

For more information, or to order your customized support package, please call the HelpDesk at 800 241 7317 or e-mail us at helpdesk@acsatlanta.com.

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