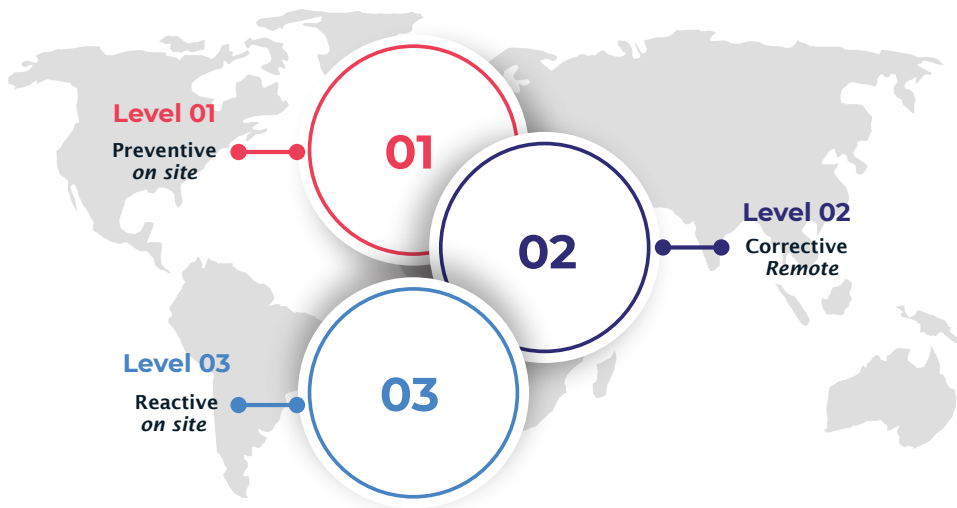


# Maintenance Suite

Three levels of service customised to your needs.

Fast, Efficient & Easy



Full flexibility: on-site maintenance or remote service without waiting times

Bohemia Market has a full suite of services to verify the condition of the controls system components in your Power Plant.

Say goodbye to call centres or talking to customer service agents. **Forget about paying a per-minute rate**, we offer a **new experience in maintenance services**:

- **Real responsiveness**, talking directly with a knowledgeable technician
- Efficient way to log a ticket and **keeping all of the stakeholders informed via WhatsApp**
- **No waiting for your call to be transferred** or downloading any software
- Analysis of system warnings and alarms
- Evaluation, optimisation and where necessary, elimination of weak points in the system environment (UNIX/Windows) application software
- Normal operating statuses and discrepancies are documented in a report

Whether you require an engineer on-site or prefer remote services, our model provides you with **3 different levels of service** that will give you the flexibility you need.

## Level 01 - Preventive Periodic & Pre-scheduled

- 7 consecutive days of **on-site maintenance**
- Verifying all servers & control system backups
- Checking hardware and software resources
- **Inspection of all DCS components**

## Level 02 - Corrective Remote Service

- **Bundled service** that includes the physical **device** and **remote support** with a **specialised technician**
- Response time to analyse the fault in **less than 7 hours**

## Level 03 - Reactive Emergencies

- **On-site emergencies**
- Deployment of a specialist to your site **within 78hrs**
- Ample list of customers references available. Contact our Sales Team for more information