

Remote Service

Detection, analysis & elimination of faults related to the controls system



Support and unplanned maintenance with record response times

Today more than ever remote support is fundamental to keep operations running 24/7. Travel restrictions worldwide make it impossible to have technicians on-site to carry out maintenance or solve HMI issues.

If you require support for controls systems, Bohemia Market is here to help. For more than 10 years we have serviced hundreds of customers worldwide with our tried and tested solution.

**Immediate delivery,
immediate support.**

**Keep your plant
running regardless of
travel bans.**

- Troubleshoot any hardware related to the DCS equipment
- Checking the diagnostic blocks and history buffer
- Evaluation of automation processor resources and software cleaning
- **Detailed report** submission at the end of the assignment with **system status report** and **recommendations**
- Backup of selected components via **improved backup methods with high quality procedures**
- **Cost efficient** - no travel expenses

- **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**
- Fault Rectification time **within 24 hours**
- Support available **24/7**
- **TXP system administration:**
 - Analysing servers' logs and system logs
 - Functional evaluation of OM650 components
 - Identifying potential issues with systems and clearing errors
- Checking the system redundancy and system load
- **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

Optional Extras

Refreshing training for the plant staff via webinar or virtual teleconference