



Business Care - BC is a dedicated support program, **that takes care of you and your business!** How does it work? Through a complete portfolio of services designed specifically to support **the entire manufacturing system lifecycle and therefore protect and improve all the business!**

Business Care offers:

Fast response guaranteed

Customized schedule based on the production organization

Dedicated phone number to obtain directly answers

Remote monitoring possibility, problem solving and operators training support

Monthly activities report carried out in order to assess any possible structural modification to permanently solve the problems

Business Care was created with the aim to provide customer support to **all the daily problems that emerge in a manufacturing plant**, thus reducing the overall ownership costs. In fact, no control system is maintenance free nor invulnerable small and/or big problems along its normal operating cycle. And exactly the small technical problems are those that dramatically impact on the production continuity, on the product quality and consequently on the entire business efficiency.

Autware, aware of these problems and having many years of experience in the field, can be an ideal partner, offering three different levels of support, created to satisfy the specific needs of each customer and to **ensure the best continuity and consistency of the production process, resulting in real cost savings**, and the **minimization of all the unexpected costs related to the interruption of production or its lack of efficiency**.

Business Care is a guarantee for your business and the key to manage it peacefully. It addresses not only the applications developed directly by Autware, but also those installed by other operators, which can be managed after a pre-analysis activity. In particular:

BENEFITS

Business Care provides access to an exclusive and privileged assistance and support, which allows you to **maintain the production continuity and significantly improve the business results** thanks to:

- downtime reduction
- maintenance time and costs reduction
- product quality improvement and waste reduction
- production planning improvement
- Increased flexibility
- human resources management improvement
- workers skills improvement

A key element for the future, in terms of company sustainability and development, is to provide a 360° assistance through the offer of a range of services, to be **chosen between standard or custom levels, depending on the specific customers' needs**.



SERVICES PROVIDED

Business Care was created with the aim to support **customers during the entire lifecycle** of the installed systems, through a complete range of services, which includes not only technical support activities, **but also maintenance and consulting ones**. A complete program, initially developed **to help the company to maximize performance, efficiency and reliability**, to prevent future problems and therefore to **protect the entire business**! The main point of the Business Care program is the focus on the customer, to ensure a timely response both in case of a technical emergency and in case of a consulting required to manage the plant and fully understand its dynamics. This allows managers to always make the better decisions.

REMOTE TECHNICAL SUPPORT

Through the application of the most modern technologies and dedicated infrastructure it is possible to deliver most of the services remotely, minimizing the waiting time and the related costs.

Support production management and operative procedures.

Abnormal situations occur every day in production. Operators are not always able to correctly interpret and make decisions based on complete information. Through remote support our technicians can verify the status of the plant and suggest corrective actions for its management.

Anomalies management.

Every system, even if tested and automated using the best technologies, is vulnerable to anomalies. They impact on the operation's continuity, on the production schedules, on the product quality and much more. Through the support offered by Business Care, abnormal situations are managed and solved as fast as possible, minimizing the impact on all aspects of the production organization and reducing waste and losses as much as possible.

ON-SITE TECHNICAL SUPPORT

If the remote intervention cannot be decisive, the Business Care service provides a priority intervention also on-site to diagnose and solve any hardware, software or communication problem as fast as possible.

MAINTENANCE

Identify abnormal conditions and support the maintenance team in diagnosing and intervening.

Modify the conduct conditions or the plant management with the aim to carry out the maintenance activities.

PARTICULAR CASES MANAGEMENT

Assist the operators to operators to manage the abnormal situations that occur in the plant's management

Support the diagnosis of the conduction status and suggest actions to be taken or release of stall conditions.

Training on the job on demand to cover, Thanks to the personalized and punctual consulting, all the cases that are not covered by the standard plant management training.

REPORTING

Reporting control and adjustment in case of specific needs or eventual errors that happen due to unforeseen situations.

Data control and adjustment in case of errors in the data collection and process which may relapse on:

information congruency

improved decision making

information availability in case of unplanned demands

Support the interpretation of information by accessing and analysing the collected original data and the processing algorithms.

LEVELS

Autoware, in order to provide each customer with the most suitable assistance solution, designed **to support each company to minimize costs and maximize growth and success opportunities**, offers three different Business Care solutions, which provide different levels of support and services, depending on the complexity and criticality of the activities, the maturity of the applications and of the systems and the desired coverage level. Each level **is designed to meet each customer's specific needs**. If one of the standard solutions is not enough, a personalized support program will be set up, in order to completely and perfectly fulfill all the requirements.



Élite Access	Élite & Direct Access	Élite & Direct Access
Preferential phone line dedicated to technical support directly connected to the technical staff.	Preferential phone line dedicated to technical support directly connected to the technical staff at differentiated hours on working days	Preferential phone line dedicated to technical support directly connected to the technical staff
Guaranteed Availability	Guaranteed & Extended Availability	Guaranteed & Total Availability
Technical support during office hours 08:30/12:30 - 13:30/17:30, working days.	Technical support 06:00/22:00 on working days by technicians specifically qualified for the customer's system	Technical support 24/7 by technicians specifically qualified for the customer's system
Dedicated technical support email	Dedicated technical support email	Dedicated technical support email
Applications backup storage in Autoware a further assurance of always having an up-to-date version of the software	Applications backup storage in Autoware a further assurance of always having an up-to-date version of the software	Applications backup storage in Autoware a further assurance of always having an up-to-date version of the software
	Monthly reports of calls and interventions	Monthly reports of calls and interventions organized into customized categories in order to build a file relating the easy-to-analyze problems and providing the important information to support the maintenance decisions.
	One on-site day per year available for consul, analysis, training or technical support activities.	Two on-site days per year available for consulting, analysis, training or technical support activities.