Service & Support

Service overview of the Service Level Agreements

proleit.com

ProLeiT.

by **Schneider** Electric

From enquiry to solution

With Plant iT & brewmaxx, you are investing in a reliable and high-performance automation solution. In addition, we offer our customers comprehensive service and support by our own staff. The scope of services is specified in a Service Level Agreement (SLA). We therefore ensure optimum support for the entire life-cycle of your production plant.

24/7 support

ProLeiT provides qualified service staff to provide you support. The support staff is the first point of contact for your enquiry. All enquiries are dealt with by the central ProLeiT help desk. Our help desk is available 24 hours a day, 365 days a year. We offer phone, e-mail and remote dial-in support within the contractually agreed response times.

Engineers with extensive project experience are at the core of our support team. When faced with a range of complex support requirements or technology problems, project and development teams are integrated into the problem-solving process, if necessary.

Any faults registered by you, that result in production downtime or negatively affect production obviously have the highest priority. Our support staff focuses on rapid problem solving in order to get your plant back to full productivity as quickly as possible. The fault is subsequently analyzed by our Problem Management team. Our goal is to determine the causes of faults and to eliminate them permanently.
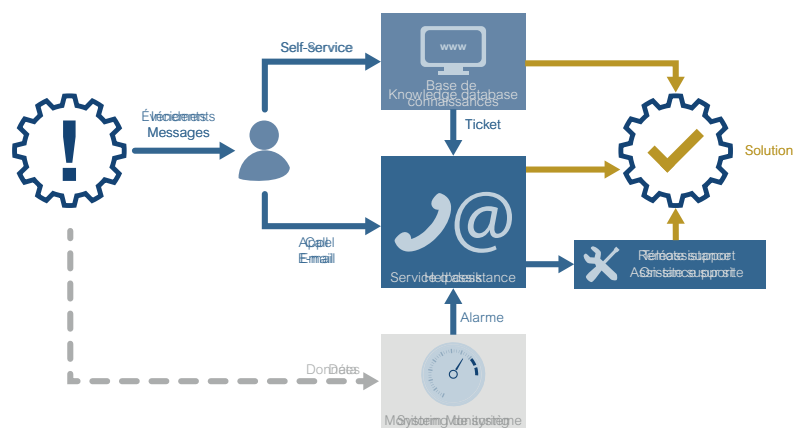
Remote dial-in

We use secure and cutting-edge VPN or site-to-site solutions, thereby enabling our support staff to quickly access your plant. When using a VPN connection via mobile telephony or a LAN-to-LAN router, access is gained through our VPN service portal.

Health checks

Thanks to health checks, your plant is routinely checked for weak points. You receive an extensive report with recommended actions.

Knowledge database and ticket tracking

In our knowledge database, you will find various solutions as FAQs as well as download links and system software documents. If this self-service section does not offer a suitable solution, you can generate a ticket and forward your request directly to us. Ticket tracking allows you to view the processing status online at any time.

Here you can find more information on remote maintenance and supported dial-in methods.
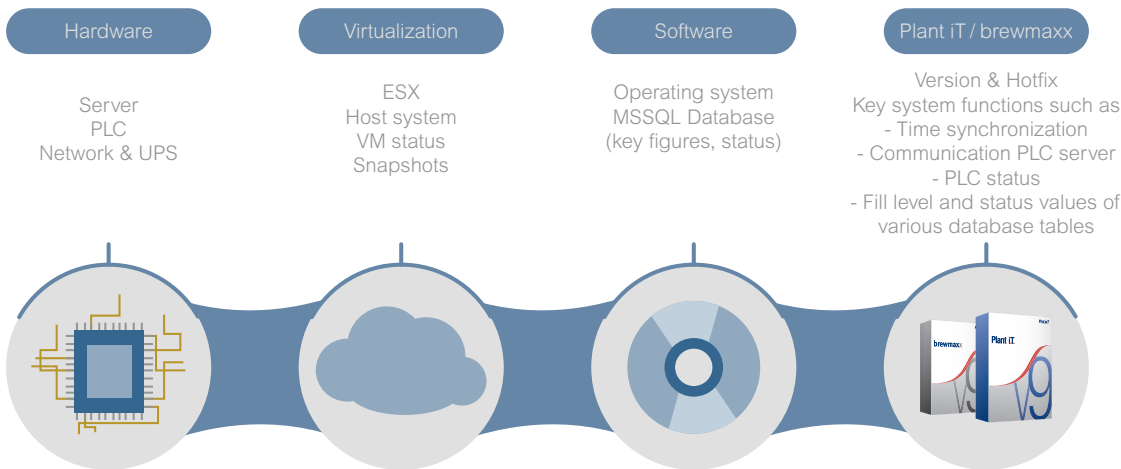
System Monitoring

## Automatic 24 / 7 monitoring of your systems

System Monitoring makes the operating behaviour of your Plant iT & brewmaxx plants and its individual components transparent. It is installed as a self-sufficient system next to the production plant and provides information on its as-is state. The history additionally displays trends and tendencies and informs persons responsible for the system if critical situations occur. Compared to manually executed maintenance work, the functions monitoring, diagnosis and alert are fully automated and available 24 / 7 without any additional costs.

As soon as a fault is detected by the monitoring system an automatic email (alarm) is sent to the ProLeiT Helpdesk, the plant operator or other service providers. Optionally, the alarm messages can be supplied as lists or displayed visually as data in a dashboard.

The response to an incoming fault message is coordinated between you, as the plant operator, any IT service providers involved and the ProLeiT help desk. You then decide on the initiation of necessary measures to solve the problem (troubleshooting).

Hardware	Virtualization	Software	Plant iT / brewmaxx
Server PLC Network & UPS	ESX Host system VM status Snapshots	Operating system MSSQL Database (key figures, status)	Version & Hotfix Key system functions such as - Time synchronization - Communication PLC server - PLC status - Fill level and status values of various database tables

Our system monitoring has roughly 1,200 unique check plugins that cover all key areas – from hardware components, such as switches, storage, PCs, to virtualization and the monitoring of operating systems and Plant iT & brewmaxx applications.
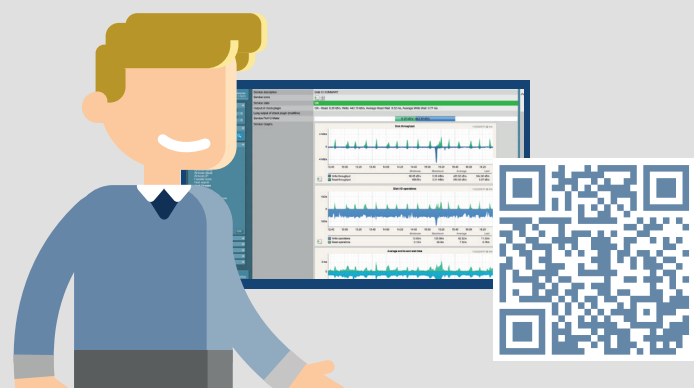
Our ProLeiT system monitoring video explains the most important functions. Simply scan the displayed QR code.

Reasons for a ProLeiT SLA

Info mailing
You always stay up-to-date with the latest news, updates, hotfixes and recommended actions.

Health checks
Thanks to annual health checks, irregularities – for instance in the installation, log files and other parameters – are detected and analyzed.

24/7 support
Our support team is available 24/7 and offers the best possible help with any questions and problems you may have with your site.

Initial help from specialists
You secure the availability of specialists who are prepared for your emergency and provide appropriate and immediate measures to remedy any defects.

Health Check Report
You will receive a Health Check Report with recommended actions to ensure your system continues to run smoothly in the future.

Remote dial-in
ProLeiT support staff accesses the production system via a secure and fully patched dial-in environment.

On-site support
The fault could not be resolved remotely? We will always find a solution – if required, at your site.

Ticket tracking
You have full transparency of your tickets, including processing status and billing.
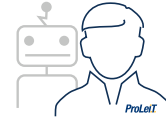
ITIL®

Service according to ITIL®
Our service management is guided by the recognized and widely used IT service management best practices (ITIL) – for maximum efficiency and quality.

System monitoring
We monitor your plant 24/7 and are thus able to detect faults, disruptions and high-risk situations before the production system is negatively impacted.

Service manager
At ProLeiT, you do not speak to bots – for all your questions and concerns, you are provided with a direct contact who is always in a position to give you the best and most reliable advice.

FAQ

Self service
Find a solution or an answer to your question in no time in our knowledge database, which features numerous documents and download links for Plant iT/brewmaxx.

Customized dashboards
ProLeiT system monitoring provides customized monitoring dashboards that give you an overview of the key system functions.

Problem manager
We use our problem management to determine the causes of faults and to resolve them permanently.

OT Cybersecurity
First Level Assessment
Cyber status assessment by specialists and recommendations to increase OT cybersecurity.

IT consulting
Our IT specialists work with you to develop concepts and solutions for IT topics such as backup or patch management.

.. and what is your reason?

ProLeiT service catalogue

The ProLeiT Service Level Agreement (SLA) defines the services to be provided by ProLeiT. The scope of services can be individually adapted to your requirements – according to the service catalogue.

	Silver	Gold	Platinum
Incident Management	●	●	●
Escalation Management	●	●	●
Service Request Management	●	●	●
Self-Service-Portal	●	●	●
Service Time	Business Hours	24/7	24/7
Credit Package	Small	Medium	Large

Response Time			
During Business Hours			
Minor Incident		Next business day	
Service Request		Next business day	
Event	–	4h	2h
Major Incident	4h	1h	30 min
Out of Business Hours			
Major Incident	–	1h	30 min

Product Support			
Language		DE/EN	
Service Delivery Point		ProLeiT Helpdesk	

Application Support			
Language		According to agreement	
Service Delivery Point		According to agreement	
Knowledge Management for Applications	–	–	●

	Silver	Gold	Platinum
Business Continuity	Remote Access		
TeamViewer	●	●	●
ProLeiT Standard Access	–	●	●
Special Access	–	○	○
	Preventive Services		
Remote Health Check	●	●	●
On-Site Health Check	○	○	○
System Monitoring as Local Installation	●*	●*	●*
Event Management incl. System Monitoring as Managed Service	–	○	○
	Additional Services		
Basic Backup	●	●	●
Advanced Backup Disaster Recovery Concept	–	○	○
Patch Management	–	○	○
Hardware Support	○	○	○
OT Cybersecurity First Level Assessment	○	○	○
Installation Services	○	○	○
Business Improvement			
Service Manager	–	○	●
Problem Manager	–	–	○
Change Manager	–	–	○
Test System and Virtual Factory	–	–	○
Software-Optimizations On-Site	○	○	○
Training/Customer-specific trainings	○	○	○

– Not included | ○ Option | ● Included

*Requires virtualization environment based on VMWare

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