

Lifetime Support

The new APC system delivers tangible benefits, in terms of efficiency, throughput, yield or quality. Maintenance of the installed system is an important consideration, to help ensure that the benefits of deployment are sustained throughout the life of the installation.

Before the support package goes live, users are issued with log-in credentials and access details, so that new queries can be raised and existing ones tracked via our online Support Portal.

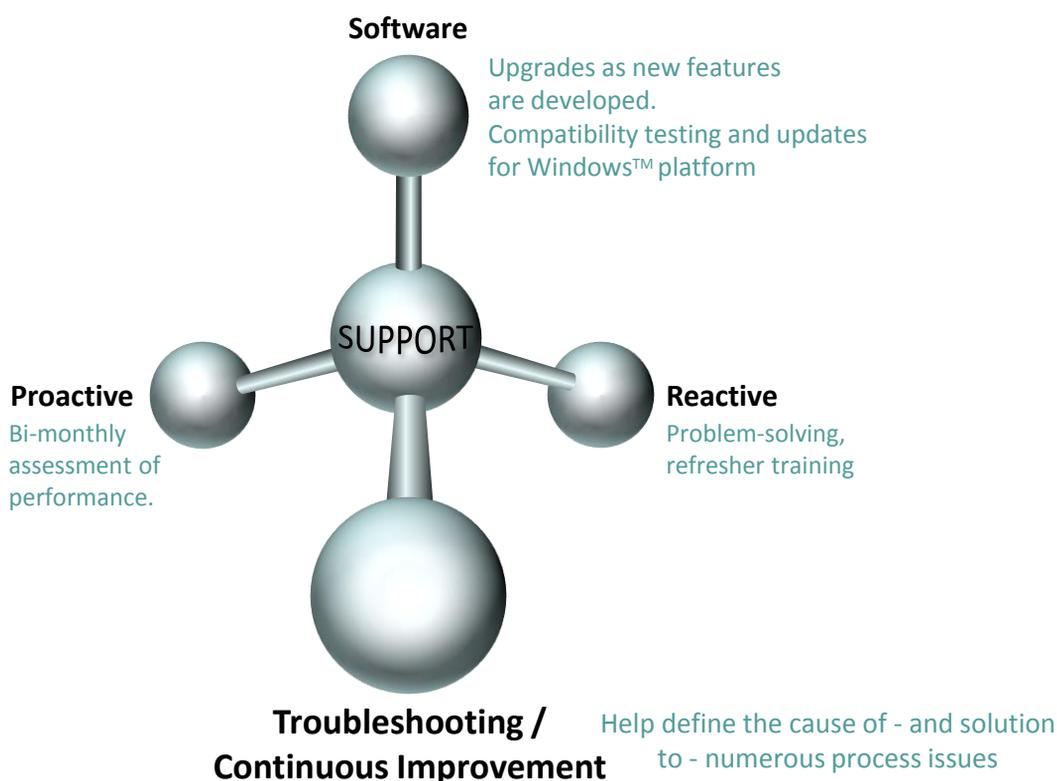
Maintenance and More

Continuous software development adds new features and functionality, extending the usefulness of the Perceptive application. In addition, changes to third-party operating systems and interfaces are evaluated, to ensure Perceptive's software continues to perform flawlessly.

Proactive Support provides a bi-monthly assessment of the Perceptive system's performance, to help identify if additional gains can be realised (this requires secure remote access).

Reactive Support helps to solve queries related to the operation of the PerceptiveAPC system.

Troubleshooting consultancy enables you to exploit our process knowledge and the data we are gathering from your plant, to help determine the root cause of process issues.



Service Level

Our commitment is to respond on the same or next business day that queries are received via our Support Portal. Our Quality Management records demonstrate that 61% of all support queries are responded to and fully resolved within the same business day.