



WE'VE GOT YOUR BACK

KEY REMOTE

SUPPORT

In certain situations and market conditions, it's both difficult and expensive to deploy experts on-site. Having engineers with remote access to your plant is much faster and a more economical solution than having a technical call-out for an on-site service.

Key provides online remote access and control systems support services that minimise your plant's downtime and gives you peace of mind.

Tailored Support

At Key, we are renowned for being flexible in our approach. Our remote support is no exception to the rule. We provide tailored support to cater your technical requirements on any control systems platform.

Expert Team

Our on-call and expert Control Systems Engineers will be able to troubleshoot your problem through immediate access to your control system via our state-of-the-art help tools. This quick response will minimise downtime – saving your plant hours of costly stoppages.

Easy to work with

At Key, we genuinely love what we do, which means we're always willing to go the extra mile for our customers to deliver the right service and support. We have great client relationships because people like working with us.

SLA & Customer Service Manager

As part of our remote support service, we offer adherence to a Service Level Agreement (SLA) and provide a dedicated Customer Service Manager who will play an important role in coordinating and scheduling activities, communicating between interested parties, and quality assurance, amongst others, that ultimately reflects in client satisfaction.




Want to know more?

Please reach out to Key Engineering Solutions:

 +61 1300 305 650

 info@keyengineering.com.au

 Level 7/28 The Esplanade,
Perth WA, 6000



KEY REMOTE SUPPORT

PACKAGES		PROFESSIONAL 24/7 SUPPORT SERVICE	PROFESSIONAL 24/7 SUPPORT SERVICE (10+2 PACKAGE)
Remote Support		24 x 7	24 x 7
Hours Included	Process Control Engineer	0	10
	Senior Process Control Engineer	0	2
Service Level Agreement (SLA)		Included	Included
Allocated Customer Service Manager	Monday - Friday	09:00 - 17:00 AWST	09:00 - 17:00 AWST

ADDITIONAL SERVICES/OPTIONAL

Ticketing System

KEY offers a ticketing system for companies that do not have their own. This system allows efficient tracking, prioritization, and resolution of support requests or issues.

Service Insight Dashboard

KEY's Service Insight Dashboard provides a visual representation of metrics related to SCADA and PLC support services. The dashboard includes categorization of issues, helping in organizing tasks and offering insight into what the support team typically spends hours on.

PLC & SCADA Backups

KEY offers PLC and SCADA Backups, including regularly creating and storing backups for control system configurations and settings. These backups serve as a safety net in case of system failures, hardware issues, or accidental data loss.

Standardisation of Change Management System

Standardisation of a Change Management System by KEY includes implementing a structured process for requesting, reviewing, approving, and implementing changes to SCADA and PLC systems. This ensures that changes are controlled and documented.

