




Support Services

Elcomponent offer a range of support, maintenance and system services. The following information covers the key areas of support, system health checks and on site fix and repair. Custom services can be provided to ensure customers realise the full benefits of their systems. Services form simple data checks and analysis to full operation of the system and report creation.

<p>Support</p>	<p>Offsite/Remote telephone support ensuring your day to day system queries are dealt with quickly and efficiently</p>	
<p>Health check</p>	<p>Site visit to inspect system and components for any issues that require service or maintenance. Additionally to provide advice for new projects, product updates and site support.</p> <p>Includes</p> <ul style="list-style-type: none"> • Elcomponent hardware/software and inspection of client infrastructure (ie: network). • Report and generation of works order with works order detail for rectification. If combined with Hardware maintenance a site visit will be automatically scheduled and issues addressed. • If issues are outside of Elcomponent control - details will be sent and discussed with the advised client contact (ie: IT Team to reassign/investigate network issues) 	
<p>Fix & Repair</p>	<p>On-site services to fix, replace or repair system devices. Ensuring your system remains operational and delivering data and insight on a permanent basis. This can also include extended warranty so that parts, labour and travel are all covered.</p>	

Additional Services include:

- Data completeness and service desk monitoring
- Baseline support for creating expected consumption data
- Alert setup and tracking with support desk monitoring
- Report creation and distribution (billing reports, energy, alerts and data completeness)