



Capabilities:

The cornerstone of Calibre Controls' business success is working closely with customers to fully understand their needs, from a corporate and operational perspective.

Many consultants offer advice and many vendors offer their products, but our unique ability to be your trusted advisor who can independently assess and recommend, then comprehensively deliver and support, is what creates more value for your business, across the entire supply chain.

Our comprehensive range of services is designed to help you meet your business objectives:

Consulting

Needs Analysis, Feasibility Studies, Functional Specifications, Audits, Optimisation Studies, Regulatory Compliance, Systems Security Plans, Theory of Constraints, Supply Chain Automation, Remote Operations, Budgeting and Financial Justifications, Six Sigma.

Engineering

Project Management, Design, Procurement, Configuration, Staging & Testing, Documentation.

Implementation

Installation, Site Acceptance Testing, Commissioning & Start-up.

Service and Support

Change Management, Facilities Management, Maintenance & Support, Onsite Projects, Production Operations, Technical Representation, 24/7 Response, Information Management.

Training and Documentation

Traditional classroom, instructor lead training, On-site practical hands on training, Interactive Computer Based Training modules, On-line tutorials or stand alone modules delivered on CD/DVD format, Webcasts / Webinars, Training assessments, which are fed back into the client's training records.

Technologies

MES / Production Information Systems
SCADA / PLC & Distributed Control Systems
Safety Instrumented Systems
Web Enabling / Portals
Industrial Communications & IT
CCTV / Access Control
Instrumentation
Condition Monitoring
Remote Operations Infrastructure

Our Value:

Calibre Controls can improve your business either through increasing throughput, quickly, from existing assets, or by sophisticated design, implementation and support of new production facilities.

Apart from the increasingly important grass-roots control and communications systems which receive a strong focus from vendors and traditional systems integrators, Calibre Controls is uniquely positioned to engineer and support all levels of automation and information systems.



Success in business does not end with the completion of a capital project. After commissioning, not only is ongoing maintenance required, but so are ongoing repair, upgrade, continuous monitoring and improvement services. Service excellence in these areas greatly aid the management of assets to ensure optimal production levels are achieved and maintained.



Calibre Controls Technical Support Service
1300 662 504
24/7 Response
E-mail: support@calibrecontrols.com.au
Internet: www.calibrecontrols.com.au



OUR MISSION IS TO PROSPER BY DELIVERING INCREASED VALUE TO OUR CUSTOMERS' BUSINESS THROUGH AUTOMATION AND INFORMATION MANAGEMENT.



www.calibrecontrols.com.au

Perth | Adelaide | Brisbane
+61 8 9488 7320 | +61 8 8354 3153 | +61 7 3001 6000

Support Services Overview:

Calibre Controls offers tailored services based around the following support options;

- 1. Site Support** on your choice of roster to suit your maintenance requirements, commissioning and ongoing project implementation.
- 2. On-Call Support** delivering remote support, 24/7 response, periodic visit, short notice on-call services, inspections and audit services.
- 3. Ancillary Support Services** delivering management and coordination of your ancillary engineering needs such as warranties, spare parts management, maintenance alerts, safety alerts, technical bulletins, upgrade and compatibility advice, standards advisory service and training.



Site Support

Calibre Controls can provide Service Engineers to provide site based engineering support to your plant and equipment. Site Services staff can adapt and operate under a variety of rosters to fit into and support your site specific service requirements.

A wide variety of services can be provided by our Service Engineers through our Continual Site Based Support offering. These services include:

- Ongoing day to day maintenance and support of your facility.
- Specialist hardware support to maximise control system in service availability through fault analysis, pro-active support, system spares reviews, ongoing control system review and optimisation.
- Specialist software support including control system software and network audits, regular software backups, version control, support and optimisation of your system.
- Commissioning services for your projects to allow your operational staff to concentrate on their own duties.
- Optimisation support to analyse your facility processes and implement coding changes to achieve low cost efficiency gains.
- Onsite or offsite training of maintenance staff in the operation and maintenance of your facility's control system.

On-Call Support

Remote Dial-In Support

Calibre Controls Site Services offers a Remote Dial-In Support Service to address your technical assistance requirements. Using the latest communications technologies, Remote Dial In Support can be offered as a stand alone service during business hours or bundled with 24/7 Support service to provide around the clock on call coverage.

Business hours support is provided by suitably qualified engineering staff based in our Perth and Brisbane offices and can be provided between the hours of 08:00am and 05:00pm Monday to Friday. If coupled with the 24/7 Support product offering, access to Remote Dial-In Support can be extended to provide a 24 hour Technical Support service that allows site staff to ring a support engineer at any time of the day or night and receive real time assistance. Response times, service levels and escalation procedures are fully customisable to suit your operational needs and can range from constant on-call emergency response support to non urgent, pre-booked support work.

All support events are entered into an issue tracking register to ensure that agreed service levels are achieved and accumulated faultfinding knowledge is retained within the support system. This allows measurement of the service levels provided and ensures that lessons learnt on previous support events can be applied to future events.

24/7 Support

Calibre Controls Technical Support Service number 1300 662 504 (free call) will direct you to your designated support engineer. This telephone service is available 24 hours per day, 7 days a week with engineering technical staff standing by to offer operator and engineering telephone assistance and, when coupled with the Remote Dial-In Support product, instant remote assistance and fault finding capabilities.

Periodic Site Visits

Periodic Site Visits are available to those customers requiring a regularly scheduled maintenance and support service for their site. Scheduled visits achieve a number of objectives such as;

- Regular maintenance services.
- Execution of preset work packages.
- Refresher training of site staff.
- Execution of upgrades to hardware and software etc.

Periodic Site Visits can also supplement the 24/7 Support service and are highly recommended as part of a comprehensive support package. These visits will allow support personnel to increase their familiarisation with the sites, to discuss the level of support directly with relevant site staff and to ensure that the site specific information is kept up to date.

Periodic Site Visits can also be used to carry out our auditing and planned maintenance service. Each audit provides an up-to-date organised repository for the latest information about your systems and planned maintenance activities are designed to capitalise on lessons learnt, thus streamlining future support efforts and minimising downtime. A comprehensive report on work carried out, defects or technical hazards identified and proposed actions to repair can be provided at the end of every periodic visit.

Short Notice On-Call Support Options

There are times when extra engineering staff are required on site at short notice such as during times of annual leave, off site training, un-programmed staff shortages, shutdown requirements etc.

To service short-term needs Calibre Controls can offer a fixed commitment pre-purchase of an agreed quantity of hours. This will provide you with access to engineering staff within a fixed notice period through our Short Notice On - Call Support Options product without the need to generate justifications, proposals and purchase orders each time, e.g. a site may choose to purchase 500 hours of engineering time over a 12 month period with an agreed notice period of 2 weeks to dispatch a Calibre Controls engineer to the site.

This service can provide you with some flexibility to meet the staffing needs of your site during those times when short term staff are urgently required.

Ancillary Support Services

Information Management Services

Many clients will have a wide range of associated services and information management needs that they have neither the time nor the resources to manage. Through our Ancillary Support Services, Calibre Controls Site Services can manage and coordinate these information needs. This delivers information and results where and how you need them without the burden of collecting and managing it yourself.

Calibre Controls Site Services can offer tailored support packages to manage such specialised information and parts management requirements as:

- Software subscription management service to ensure all software is regularly updated to current revisions and standards.
- Maintaining compliance with relevant standards by providing a continuous review of standards, advisory recommendations on changes to standards and associated impact analysis statements.

- Monitoring, management and distribution of Field Service Bulletins for installed equipment.
- Monitoring, management and distribution of Safety Alerts.
- Technical advice on upgrades and system compatibility.
- Management and facilitation of warranty returns and repair services.
- Establishment and management of a web based Client portal to allow single point management and access to all services detailed above.

No matter what your information management needs are, the Calibre Controls Site Services Team can deliver you the information you need when, where and how you need it.

Technical Training Services

In conjunction with the Calibre Controls Integrated Training and Documentation team, Site Services can offer technical training services to your staff as required.

A wide variety of training delivery methods are available. Training courses can be customised to suit individual client requirements and tailored specifically to your equipment. Delivery of the training can occur on or off site, be guided by a trainer or self facilitated.