

CONTROLS & AUTOMATION SUPPORT

INCREASE PRODUCTIVITY AND SECURITY AT YOUR FACILITY

At Interstates, we understand the complexity of batching, continuous processing, packaging, conveying, motion, and vision. This knowledge stems from years of experience in a variety of industries and professionals with extensive knowledge of control systems. Our skilled professionals are qualified as top tier partners in several internationally recognized automation platforms.

Our support solutions can be selected to fit your specific needs, allowing your facility to operate more safely and efficiently while protecting your employees and the integrity of your brand. We offer several support options for advanced automation and control systems for industrial processes.

SUPPORT OFFERINGS FOR ADVANCED AUTOMATION AND CONTROL SYSTEMS

	LEVEL	BUSINESS LEVEL	
INFORMATION TECHNOLOGY	5	Corporate Management Business Systems	24/7 SUPPORT Always have an Interstates Controls Support person available to assist is critical issues anytime day or night, 24x7x365. Available for control system and/or database server. INCIDENT REPORTING Incident tracking software to provide detailed information of issues, retain history, view issue statuses, and provide updates through monthly reports. CONTROL SYSTEM PATCH VALIDATION Review control system software patch release notes to determine if patches are needed, apply and test patches to verify system integrity and assist with rolling out patches. Test control system software against Windows OS patch updates and provide testing results report. PROACTIVE MONITORING Review log files, diagnostics and correct issues on a scheduled basis. Available for control system and/or database server. DATABASE ADMINISTRATION SERVICES Database monitoring, DBA alerts, online dashboard, maintenance recommendations and execution, disaster recovery planning, database tuning, security administration, capacity planning, archiving, baselining, and snapshot management.
	4	Facility/Plant, ERP, MRP, MES	
OUR IMPACT OPERATIONAL TECHNOLOGY	3	Section /Area Operational Unit	
	2	Machine / Process Automation Cell	
	1	Station Controller	
	0	Sensors /Actuators Equipment	

READY TO GET STARTED?

Our skilled professionals are standing by to answer your questions and help you deploy the best support solution for your unique needs. Contact controls.support@interstates.com to get started today.