

## EMERGENCY REMOTE SUPPORT

### ELITE CONTROLS 24/7 SUPPORT SOLUTIONS



With the pandemic now a firm reality for all of us, and only essential workers being allowed to attend their workplaces, Elite Controls have introduced a new 24/7 emergency support service.

If your plant requires a temporary (or permanent) remote support capability for your PLC's, SCADA or DCS system, Elite can provide a proven solution for most major manufacturers products. (These include Rockwell; Siemens; GE Fanuc; Mitsubishi).

Elite have a highly skilled service & support team, in place and ready to help you at this challenging time.

With over 70 sites supported throughout the UK, Elite Controls are uniquely qualified to provide emergency remote support to our clients in these difficult times.

This 24/7 remote support service includes:

- **Secure remote breakdown support** via Remote Access to Engineering Station or PLC Network.
- **Notification of support & repair information** provided directly to relevant staff via email or text message.
- **Access to critical alarm or maintenance information** from on-site process or production lines.
- **Remote access via an industrial VPN tunnel**, enabled by the client to ensure fully secure service.
- **Immediate response** from a team of experienced PLC and SCADA service support engineers.
- **Short-term and monthly assistance** for the duration of the COVID crisis only, if you would like to discuss a short term quarterly arrangement, then please call us to discuss how Elite can be of service.

Call us for more information at Tel: 01506-597900 or E-mail us at  
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