

Service and Support

Individual and
practical support

THE SOLUTION



We Love Ingredients.

AZO.



Portfolio

Service and support.

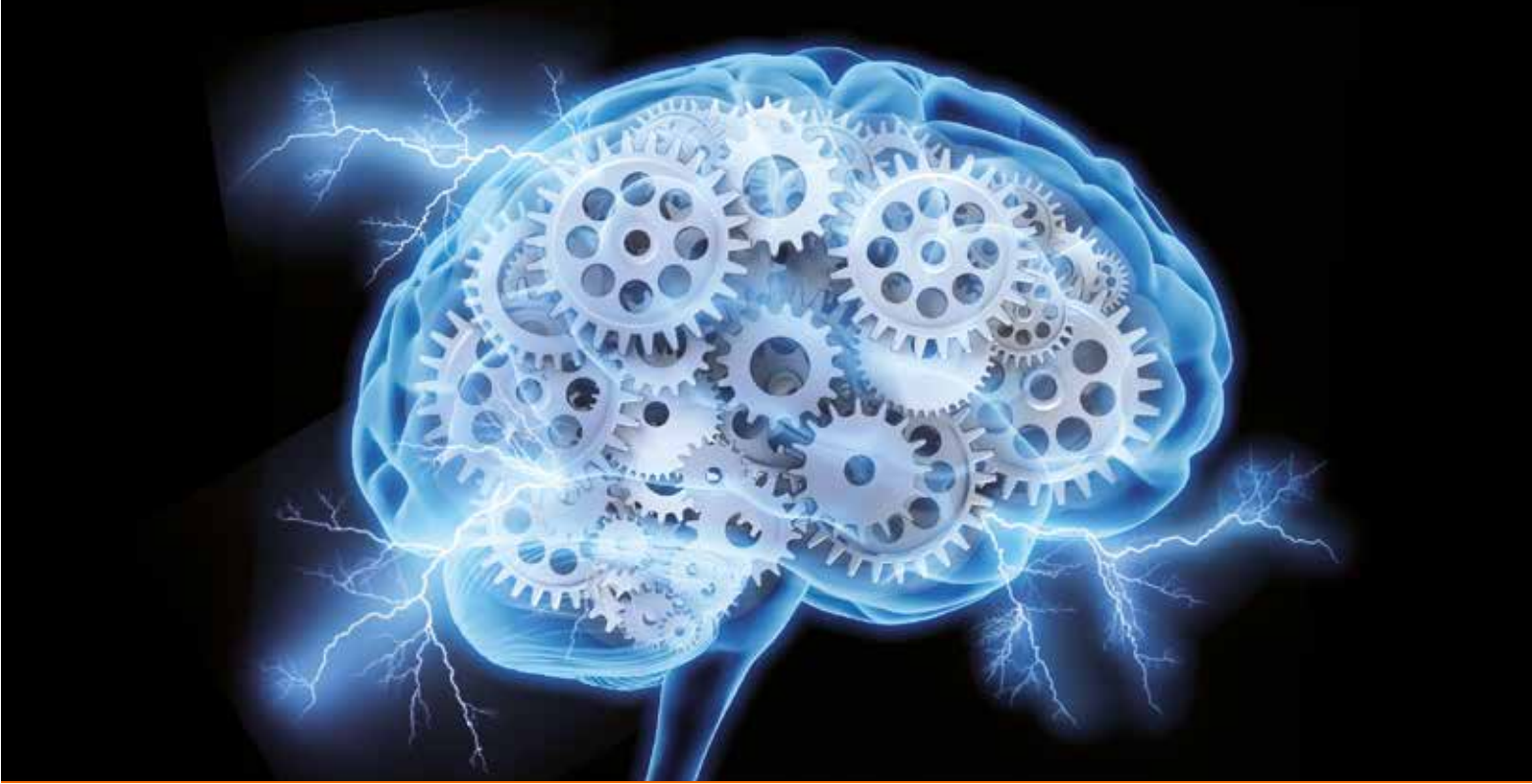
The entire process at a glance:

- **Intellectual property** –
Top secret!
- **Service Hotline and remote administration** –
For instant support!
- **Maintenance** –
We're here to help!
- **Industrial security** –
The digital doorkeeper!
- **Remote service** –
Almost like on site!
- **Who are we?** –
Your problem solvers!

This brochure gives you an overview of our wide range of services. From figuring out your starting point and objectives, to analysis and weighing up alternatives, to planning and implementation, we are on hand with expert advice. And of course, security, cost-efficiency and sustainability are always part of the equation. Benefit from our workforce, our expertise and our broad positioning. It's not for nothing that we have ISO 9001 certification and we support projects also FDA or GAMP.

We would be happy to put together a customised service package for you, tailored perfectly to your needs, from our flexible service portfolio. Get in touch – we can provide a comprehensive consultation on a cost-optimised solution and the effective use of service and support in the specific context of your company.





Intellectual property

A factor in business success.

Psst! – Top secret and of unimaginable value:

- A key constituent of the assets of your business are intangible goods: intellectual property (IP) (e. g. trade secrets). Typical examples of this are recipes handed down for generations within the food industry. But of course, such “assets” exist in every line of business.
- Intellectual property drives growth and the ability of a nation to compete on a global scale. As such, if IP is handled and used appropriately, it can make a clear contribution to significantly improving a company’s position against the competition and measurably increasing its value.
- IP management has become a central factor in business success. The “intangible” element of a company’s assets is continually increasing since everything that is developed through innovation and creation constitutes “intellectual property”. Its value to the business is thus immense.
- The same applies in the IT sector to programming and, of course, to software development. It is therefore important to both partners – you and us – that the in-house IP of each company is protected.
- NDA – three little letters of major significance! The entire AZO CONTROLS team is obligated by our data protection policy to maintain the confidentiality of your data. **Secure means secure.**



One call is enough.
We won't leave you in the lurch.
Quick and straightforward.
Because every minute counts.
Professionals at work.



Service Hotline and remote administration

We're here for you. That's a promise.

Immediate service, whatever the situation:

- Your support requests are dealt with by our highly qualified employees during business hours – within the agreed response times.
One call is enough.
- And of course, critical support calls are also accepted via the Hotline outside business hours and passed to our expert team of service technicians to advise you.
We won't leave you in the lurch.
- Thanks to our remote administration service, we can securely access your system to carry out a remote diagnosis. This means that functional and process-specific faults or those caused

by handling errors can be fixed without spending time and money on a service technician visiting your site.

Quick and straightforward.

- To give you the best possible support – whether by phone, remote maintenance or on site – we are here for you 24 hours a day, 365 days a year.
Because every minute counts.

- All our services are provided by capable and experienced specialists.
Professionals at work.





Maintenance

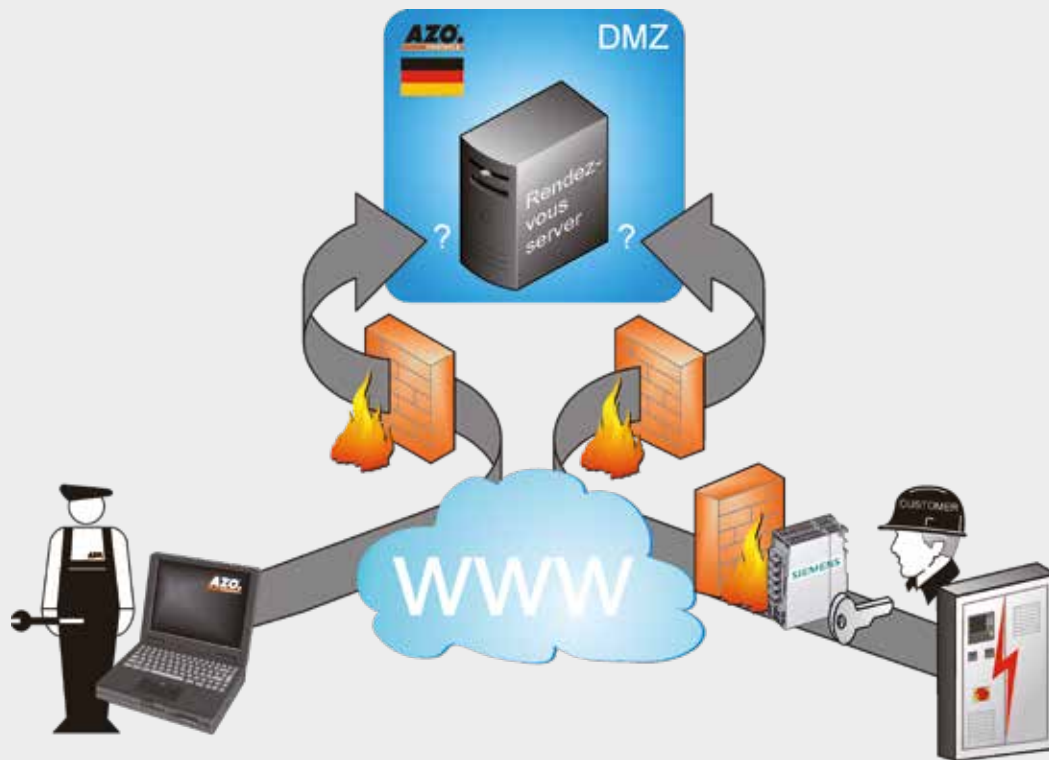
Because technology needs to work.

Technical wellness programme:

- Increase the operational reliability and availability of your system significantly with regular maintenance for timely prevention of potential failures. This significantly reduces operating costs by avoiding downtimes, and guarantees that your system retains its value over the long term.
 - The services included in the maintenance contract are agreed in advance and matched precisely to your needs, thereby offering you the best possible service.
 - Our maintenance customers are assured of preferential treatment. Response times are kept to a minimum if a technician is required on site, for example. The majority of service interventions are carried out quickly and efficiently using our remote service option.
 - Our service technicians are only called upon as needed, or in a preventive role at the agreed maintenance intervals. This represents a considerable cost saving compared to having your own IT department, while still having access to a highly qualified service team.
 - Transparency is also ensured by our detailed logging system, which is filled out for every maintenance event and depicts the technical situation of your system.
- We would be happy to draw up a personalised cost comparison to see whether a maintenance contract is worth it for you.

No ifs or buts!





Remote service

Secured access. Wherever you are.

Time for a rendezvous?

- Support request hotline (individual + tailored to requirements) on request 24 hours a day, 7 days a week – 365 days a year
- High level of expertise owing to qualified service team
- Physical activation on-site by the customer using a key switch (access control)
- No need for the customer to have specific IT knowledge
- Unambiguous validation of access authorisation (certificate-based)
- Complies with IT and security standards
- Strong encryption for data transfer (up to 4096 bit)
- Clear administration of all VPN accesses (logged)
- Cost reduction through short response paths
- Best possible utilisation of resources (personnel and technology)
- Low investment for the reasonably priced house standard solution

Global trade is based on modern production and logistics concepts. Great distances can be traversed with ease.

It only becomes problematic when maintenance work is necessary that can only be provided by a qualified technician. Every minute counts when the plant is idle. The solution?

In just a few seconds you can make a connection, perform diagnostics and fix the fault. A certificate-based, encrypted VPN is set up for this purpose – but only if for example a key switch authorises access from the plant side. This means it is entirely up to the customer who may access their system, when and for how long. The actual tunnel connection then takes place via a separately shielded rendezvous server at the premises of AZO CONTROLS in Germany.

For all-round security!



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Our range of services:

Right from the initial draft concept, including innovative individual components for the storage, discharge, screening, conveying, dosing and weighing of raw ingredients, to our turn-key solution, the ready-to-use complete system – we offer everything from a single source: plant construction, process engineering and process IT, perfectly harmonised with no interfaces.

For you as a customer, this means a complete solution from a single source

Our success is based above all on the quality and reliability of our solutions and on nearly 70 years of experience in automatic material feeding. With its network of production and sales organisations, the AZO Group helps successful businesses all around the world to realise their innovative projects using next-generation technology.

You too can secure your lead with innovative and cost-effective automation designs from AZO!



AZO GmbH + Co. KG
D-74706 Osterburken
Tel. +49 6291 92 0
azo-group@azo.com
www.azo.com