Companies Have Relied on the System Care Provided by INS

Our specialists come from industry. They are not only experts in GE Proficy software solutions, but are knowledgeable about many other enabling technologies; and they have practical experience with leading manufacturing and indutrial systems and processes that enable:

- Increased Productivity
- Improved Quality
- Reduced Waste
- Shortened Time-to-Benefit

✓ *Support levels tailored to meet your needs*

✓ *More than just insurance; measurable ROI*

How INS's Customer Care Program Works:

The INS Customer Care Program takes into consideration a manufacturer's unique needs with respect to application, system and environmental differences; and allows customers to use purchased hours in the program for a specific service, on an as needed basis.

Minimum 40 hours for initial program purchase; with additional hours available in blocks of 10 hours.

- Hours do not persist beyond end of policy period.

- Periods can be constructed quarterly or annually

Services available to apply program hours include:

- HEALTH COACHING – Process evaluation, consultation and application optimization

- SYSTEM HEALTH CHECKS – Recommendations for path forward to a new operating system, upgrades, or architectures; intended to reduce overall cost of ownership

- REMOTE MONITORING – Monitoring of SCADA Servers, database server stack, etc. and reporting (frequency determined in advance) to the customer

- EXERCISE – Customer specific, application specific or customizable training & instruction

Need rapid response times?

- URGENT CARE – 24 hours a day / 7 days a week; with a 30 minute or less response time. This service is available for an extra set-up fee, in addition to the hours consumed.

Want to learn more?

Speak with one of our INS consultants today about the Customer Care Program; or inquire about our other service offerings that help manufacturers improve their operations.

Call Today: 847-298-4777

Providing industrial intelligence solutions to customers for more than 20 years

INS Customer Care Program = *Application & System Support*

The INS Customer Care Program is the quintessential system health-check service and support program for all your SCADA information and manufacturing system needs.

Just like you maintain your personal health to head off complications and avoid the risks of a catastrophic illness; so too you need to manage the health of your manufacturing systems, optimizing them to perform at their best and avoiding the risk of an issue as situations, system environments and technology change.

The INS Customer Care Program <u>does not</u> replace your GE Global Care support[†]; rather it augments it by adding application consulting and possible training options to your software coverage. Either with GE GlobalCare, or as a stand-alone support program, INS's Customer Care Program offers Health Coaching, along with other services including Urgent Care; System Health Checks; Remote Monitoring; and System Exercise.

Since you rely on the information your manufacturing systems provide, it is important to have a team of professionals there to support you and your systems, and to meet the complex needs of manufacturers today.

Where you need extra support …when you need it

- Basic system health coverage to troubleshoot issues and recommend a course of action
- Urgent care support available for 24 x 7 response times at an additional cost
- Preventive check and remote system monitoring services to maintain systems
- Application coaching and system optimization services make this program unique

[†]GE GlobalCare includes software upgrades, software bug fixes and licensing issue resolution; INS Customer Care Program additionally includes application coaching and systems support.

Industrial Network Systems

At Industrial Network Systems, we are dedicated to helping organizations increase their profits, reliability and agility by supplying and supporting scalable industrial information solutions that deliver increased productivity, improved quality and reduced costs.

Over time our focus has evolved to include solutions that connect across industrial systems and up into the ERP or business system, bringing together data to *Collect/Store*, *Integrate/Coordinate* and *View/Analyze* actionable real-time information. We help customers design and implement the right solution to achieve operational excellence goals.

The INS technical staff are specialists in bringing together large amounts of industrial data from multiple sources; using analytical and visualization technologies to deliver the right data, to the right people, at the right time, on any device.

Contact us today and let us help you get started! Call 847-298-4777.