

## On-site Service and Support A Westermo professional service

- **On-site service**
  - Analysis
  - Diagnosis
  - Corrective actions
- **Access to deep know-how**
  - Real time interactions on site
  - Flexibility
  - Adapts to changing needs



In most cases, Westermo support is sufficient to assist remotely in remediating issues. There are however cases where remote support is not enough. In such cases, Westermo can provide onsite support to help with problem diagnosis, suggest solutions and correct problems. With this offer you gain access to Westermo engineers, benefit from real-time interaction, problem solving with flexibility and fast reaction to changing needs.

Our engineers are experienced with a deep knowledge of not only Westermo equipment, but also often the connected equipment and applications. Additionally, our personnel are always backed up by a global network of experts within the Westermo organization

To ensure that the service is carried out in a safe and professional manner a Risk Assessment and Method Statement, including scope of work, is done together with the customer and signed prior to the visit.

### Requirements

A Method Statement for site visit, including the agreed scope of work. Necessary documentation such as network topology, design and configuration.

### Deliverables

See the scope of work document for specific deliverables, below are examples.

- Summary and conclusion based on the Scope of work
- Findings and recommendations for remedial actions

### Service Information

Ordering Information	
<b>Article no.</b>	<b>Description:</b>
300-8100	On-site Service and Support <i>Service price to be agreed upon with your Westermo contact. Travel and subsistence allowance will be charged in addition.</i>

On-site Service and Support
<b>Examples of activities carried out (to be specified and agreed upon)</b>
Troubleshooting on-site  Analysis  Findings and recommendations for remedial actions.