

Troubleshooting Service

A Westermo professional service

- **Extend your troubleshooting competence with Westermo**
 - Access to a team of engineers
 - Remote support can be seen as a start
 - On-site support is available
- **Created to maximize network utility**
 - Fast and efficient problem solving minimizes system downtime
- **In-depth analysis**
 - Qualified fault case specification
 - Recommendations for remedial actions



Troubleshooting network applications can often require additional resources and competence(-s). Therefore, Westermo offers professional support by a team of engineers to troubleshoot network applications. 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

With this offer you gain access to Westermo engineers and their vast experience solving problems. Benefit from a personal contact with fast resolution and remedy, minimizing revenue loss and maximizing network uptime. In addition, qualified fault cause analysis and specific recommendations for remedial actions are provided.

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	
Article no.	Description:
300-8130	Troubleshooting Service <i>Service price to be agreed upon with your Westermo contact. Travel and subsistence allowance will be charged in addition.</i>

Troubleshooting Service
Examples of activities carried out (to be specified and agreed upon)
Trouble shooting remotely Trouble shooting on-site Simulations in test environment to reproduce the problems Analysis Findings and recommendations for remedial actions