

Support & Maintenance Services



Ph: +61 8 9470 4275 • Fax: +61 8 9470 4323 • icon@icon-tech.com.au • www.icon-tech.com.au

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An Overview of Support & Maintenance Services

A modern integrated measurement and automation system is a major capital investment with a value to your business that is often a significant multiple of its initial capital cost. It is important that you plan for on-going maintenance, and implement a realistic operating budget. Depending upon the projected commercial life of the system, an operating budget of around 10-20% of capital cost per year is a reasonable expectation for a business critical system.

ICON Technologies offers a range of Support & Maintenance Services that are tailored to meet a wide range of operational requirements and budget constraints. This one-pager summarizes all our support and maintenance services. Details of the different services are given in separate supplementary one-pagers.

Free-of-Charge Services

All of ICON Technologies' measurement and automation systems are supplied with standard **warranties** that provide a base level of support for the system once it has been formally handed over to our customer.

We also offer a range of on-going services free-of-charge to all our customers through our **Business Partner Programme**.

Paid System Services

Paid Support & Maintenance Services apply from system hand over, and address issues outside of warranty cover. They can be extended as required over the commercial life of the system. We offer four levels of paid Support & Maintenance Services for our measurement and automation systems:

Service Level	Major Point-of-Difference
On-Demand	No pre-commitment. Pay per issue as required, at our standard hourly rate.
Pre-Paid	Guarantees priority support at a discounted hourly rate that is locked-in for 12 months.
Full Maintenance Contract	Priority support, locked-in discount rate, and proactive system maintenance to identify and resolve potential issues before they become major problems. Plus we match you to a senior team member with in-depth knowledge of your system.
ICON+ Priority Support	Adds a custom package of National Instruments' Support Services to a Full Maintenance Contract, to minimize down-time due to a hardware failure.

Remote System Support

If your measurement and automation system is accessible on-line, then some or all of our paid Support & Maintenance Services may be deliverable by ICON Technologies team members working from our Perth office. Where available, on-line delivery is the



most cost-effective and timely way to use support resources, since it removes the costs and time associated with travel to site. Ask about the Remote System Support option with your next system.

LabVIEW Platform Support

ICON Technologies offers a range of services that are not specifically directed at supporting measurement and automation system that we have supplied. Instead, they support the use of the National Instruments LabVIEW Platform as a whole. They address the needs of companies or organisations that have made, or intend to make, a significant commitment to developing in-house expertise with LabVIEW.

Our LabVIEW Platform Services include: Consulting, LabVIEW Software Services, Startup Services and legacy system maintenance, Technology Transfer, and training in LabVIEW and NI System Diagnostics. We can help you to do LabVIEW better!

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On-Demand and Pre-Paid Support Services

ICON Technologies offers four levels of paid Support & Maintenance Services for our measurement and automation systems. On-Demand Support and Pre-Paid Support are the two levels of paid services designed to suit the needs of small to medium systems that are not business or process critical.

On-Demand Support is charged at ICON Technologies' prevailing hourly rate for professional services, while Pre-Paid Support is charged at a discount to the standard hourly rate.

On-Demand Support

On-Demand Support is best suited to non-critical small or medium systems (from \$5K to \$100K value) that are operating in a relatively static unchanging environment. The support requirements for these types of systems are unpredictable, but likely to be modest overall.

On-Demand Support is reactive. There is no up-front payment or commitment. You pay for support time as required on a per incident or task basis, at the prevailing hourly rate. There is no guaranteed response time. We will respond to your request as soon as we are able, and will assign the first available team member to your issue.

Charges will include a call-out fee to cover reasonable travel time to sites within, or close to, the Perth metropolitan area, and direct rebate of actual travel time, airfares, and accommodation for remote sites.

Pre-Paid Support

Pre-Paid Support is an effective way to manage costs for small to medium systems that are not business critical, but have a relatively predictable requirement for on-going operating support. This would include systems that operate in a dynamic, changing, or complex environment, such as:

- Measurement and automation systems for pilot plants and processes;
- Systems that are expected to scale up and add functionality over time;
- Systems connected to multi-user networks that are subject to changes in configuration;
- Complex systems with large amounts of mixed IO types; and
- Systems that operate in harsh environments.

Pre-Paid support, like On-Demand support, is reactive and applied as required on a per issue or task basis. However, it is pre-purchased in blocks of 8 hrs at a 10% discount to the standard On-Demand rate, and is valid for 12 months from purchase.

It can be purchased at any time and applied to any ICON Technologies system at the customer's site. Any unused pre-paid hours at the time of expiry are credited back to the customer at 90% of purchase price.



The Benefits of Pre-Paid Support

The primary benefit of Pre-Paid Support is that it sets a known, cost-effective operating budget for systems that are expected to require a regular level of on-going support.

Other benefits include:

- Pre-Paid Support requests receive priority over On-Demand Support requests;
- Guaranteed response within 4 hrs for a telephone contact or 1 business day for an email contact; and
- Where Pre-Paid Support is purchased on or before the handover of a new system the standard ICON Technologies software warranty period is extended from 30 days to 60 days.

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Full Maintenance Contracts

Our Full Maintenance Contracts are designed to meet the support requirements of large scale systems (>\$100K value), or business-critical systems of any size.



They combine cost-effective pre-paid support time with specific preventative maintenance initiatives that minimize unscheduled down time, and add options for further system-specific customization. At Contract commencement, we match you to a senior team member with in-depth knowledge of your system who is your direct point of contact over the Contract term.

Full Maintenance Contracts apply for 12 months from system handover, and are renewable annually.

Included Item or Service	Description
Pre-Paid support time.	Pre-purchased in blocks of 40 hrs, at a 10% discount to the standard On-Demand hourly rate. Valid for 12 months from purchase. Unused pre-paid hours at the time of expiry are credited back to the customer at 90% of purchase value.
Annual/bi-annual system service that reviews or tests: <ul style="list-style-type: none">• Inputs, outputs, and system performance• Network configuration• System calibrations• Configuration settings• System logs• Database or data file integrity Also includes an "Upgrade Readiness Report" that identifies issues that could impact the risk associated with any future system upgrade. Recommend or implement corrective action as required.	<p>The schedule (annual or bi-annual) will depend upon the complexity and business impact of the system. The service may be delivered on-site, or remotely via the internet, depending upon the location, complexity, and business impact of the system.</p> <p>The "Upgrade Readiness Report" recognizes that modern measurement and automation systems operate in a dynamically changing external environment, and may need to have one or more of their components upgraded from time-to-time.</p> <p>It de-risks the process of a future upgrade by identifying changes that may impact the system, and preparing an appropriate response, before the upgrade is forced.</p> <p>This minimizes the potential for uncontrolled and unscheduled downtime to address issues exposed by a forced future system upgrade.</p>
Guaranteed response times, and we match you with a senior team member with in-depth knowledge of your system.	Respond to a support request within 2 hrs for a telephone contact, and within one business day for an email contact.
Priority response	Full Maintenance Contract support requests receive priority over both Pre-Paid and On-Demand support requests.
Application software warranty extension	ICON Technologies standard application software warranty is extended from 30 days to 90 days from system handover.
Custom options as required. These may include: <ul style="list-style-type: none">• Integration with NI System Services• "Whole-of-system" warranty• Provision for out-of-hours or on-call support• Additional LabVIEW Platform Services	Custom options allow you to address one or more issues that may be unique to your system and its support requirements. The inclusion of custom options in a Full Maintenance Contract may be limited by resources, and is entirely at the discretion of ICON Technologies.

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ICON+ Premium Support Service

ICON+ Premium Support is a special service product that packages our Full Maintenance Contract with a custom combination of services from National Instruments (NI). It addresses the needs of customers with business-critical systems where system uptime is at a premium, or where there are multiple units deployed at different locations within Australia or around the world. The combined service package is purchased through ICON Technologies as a single vendor. ICON Technologies is your first point of contact for **all** support issues.

Why Add NI Support Services?

Commercial-off-the-shelf (COTS) products from NI typically contribute 90% to 100% of the COTS elements in an ICON Technologies system. NI therefore has a special role as a partner in supporting ICON Technologies' systems.

ICON Technologies' services focus on supporting and maintaining the function of the system as a whole.

NI's services address component level issues, such as the field replacement of a failed hardware board, and are a necessary complement to the services offered by ICON Technologies.

Where the business impact of a component level issue is significant, it makes sense to upgrade your Full Maintenance Contract to ICON+ Premium Support.



What Support Services Do NI Offer?

NI offers services in five broad categories. There are typically multiple service products in each category that address a graded range of customer needs:

Category	Customer Need
3 year or 5 year warranty extension	Fixed, predictable hardware maintenance over the full commercial life of the system.
System RMA	Simplifies support of complex modular systems such as a large PXI or cRIO installation via a single support ID.
Spares management	A group of services that provide enhanced delivery of replacement parts to minimize downtime if a part fails.
Lifecycle services	A group of services that provide advanced information on NI product lifecycles to assist with customer product development and maintenance planning.
Calibration services	Services for customers that need NI products or systems certified to external calibration standards.

For details of the different service products in each category contact ICON Technologies.

Setting Up ICON+ Premium Support

Start by talking to ICON Technologies about the support requirements for your system. We will then work with you and a senior National Instruments engineer to identify the optimum suit of NI Services that will address your requirements. These services will be added to your Full Maintenance Contract as a custom extension, which is then purchased through ICON Technologies as the single vendor.

Can I Have NI Support Services Without ICON+?

Yes! For most of our customers packaging NI Services with an ICON Technologies' Full Maintenance Contract will provide the best overall support outcome, and ICON+ addresses this need. However, if you want to access one or more NI Services, such as warranty extension or "back-to-base" hardware calibration, but you do not need the protection of a Full Maintenance Contract, we can still advise you on the best NI Support Service option, and act as your interface to NI for that service.

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