

Whether your PLC's are dead, Drives are down, SCADA is crashing or something just won't work, call us, we can help.

**Elite Companies**



www.elitecontrols.com



www.elitesystemsinternational.com



Asset Guardian

www.assetguardian.com



safety

www.elitesafety.co.uk



consultancy

www.eliteconsultancy.co.uk



We can fix your automation or process control system problem. **Anytime. Anywhere.**

**Customer Testimonial**

*"Elite were appointed BP's Control System specialist...During the 5 years in which Elite have been involved...they have proved to be an outstanding and dependable performer."*

**AMEC (Baku, Azerbaijan)**

**MANUFACTURER BACKED**

All of the support services are provided by Elite Control Systems Limited staff. Elite Control Systems Limited are approved and accredited by most all of the major Automation and Process Control system manufacturers including Rockwell, Siemens, Mitsubishi, Wonderware, Pilz, Schneider, GEFanuc etc. Our dedicated support staff are trained in the latest system technologies and perform all front line support. All support staff have access to Engineers within Elite who develop and put into service major systems on a regular basis.

**Elite Control Systems Limited**

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**Support & Callout Services**

www.elitesupport.co.uk

Automation & Process Control Problems Solved





**FAST EFFICIENT RESPONSE**

**ONLINE SUPPORT**

**DEDICATED PHONE NUMBER**

**24 / 7 RESPONSE**

## Highly-Trained Process Control & Automation Support

### Partnerships

Elite Control Systems Limited provides system design, software design integration and support services to the highest standards in terms of engineering and customer services. Founded in 1992, Elite has grown to be one of the most innovative companies in the system integration business both in the UK and overseas.

With clients operating in industry sectors including Oil & Gas, Chemicals, Pharmaceuticals, Food & Beverage, Paper, Defence, Power Generation, Nuclear, Manufacturing and Packaging, Elite operates in areas as far afield as Azerbaijan, China, India, France, Germany, Korea, Russia and the USA. Elite remains true to its original ideals: meticulous planning, an innovative attitude to business, the highest standards of service and quality engineering. These ideals underlie the company's 'Promoting Performance Through Partnership' approach.

### Customer Testimonial

*"Elite Controls Ltd provided support in terms of PLCs and SCADA across a number of power stations... They have always performed superbly - really excellent."*

Scottish Power

We have the knowledge and tools to help with any system problem.

# SERVICES

Elite Control Systems Limited will supply support customised to fit exactly what you require. We will supply from Ad-Hoc through to full 365-day 24Hr/day cover so if you work round the clock, we work round the clock.

### 24/7-365 DAY CONTRACTS

With Elite Supports 24/7-365 contracts, customers are able to access highly trained experienced engineers 24 hours a day, 365 days a year. Whether your problem is a PLC, SCADA, DCS or a Drive, Elites experienced engineers will be able to get your plant back up and running and earning you money in the minimum amount of time.

### AD-HOC BREAKDOWN COVER

If you feel that your schedules do not warrant 24/7 support or you have your own maintenance staff covering some of your shifts, our AD-HOC breakdown cover is for you. It also allows you access to our experienced engineers during normal working hours. This service also incurs a lower cost.

### ASSISTED SPARES MANAGEMENT

If you are in contract with us, we will assist you in controlling your spares holding with emphasis on correct types, versions and required quantities.

**24/7 CONTRACTS**

**AD-HOC CALL OUTS**

**EXPERIENCED ENGINEERS**

### REMOTE DIAGNOSTICS

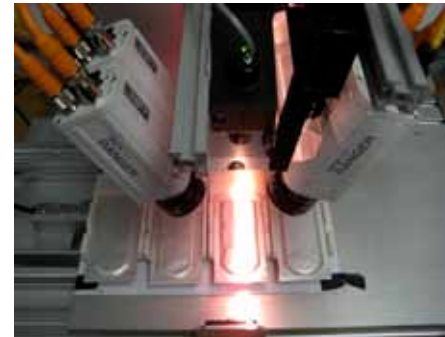
In some cases, we can offer a direct link into your systems from our premises. This minimises downtime and allows our engineers to diagnose suspected failures without the requirement and expense of coming to your site.

### SYSTEM ARCHIVE MANAGEMENT

Elite support can perform all your data backups and configuration management using our own proprietary configuration management software tool 'Asset Guardian'. This particular tool is currently used by many multi-national blue chip companies. For more details visit [www.assetguardian.com](http://www.assetguardian.com).

### SITE AUDITS

'Knowledge Is Power', which is why many of our customers have us perform regular audits. This identifies process critical hardware and software. After all, finding out you do not have a backup of your software is better done during an audit than when your system is down.



### Customer Testimonial

*"We are confident in Elite's expertise and abilities - based on our past experience. We are looking to increase our relationship with Elite by using other services which they provide."*

- PREVENTATIVE MAINTENANCE
- DOCUMENT MANAGEMENT
- CUSTOMISED SUPPORT CONTRACTS
- DISASTER RECOVERY
- TRAINING
- TECHNICAL TELEPHONE SUPPORT
- OBSOLESCENCE UPGRADES
- LEGACY UPGRADES
- EXCHANGE / REPAIR SERVICE
- WEB SUPPORT SERVICE

### SPECIALISED SERVICES

#### Vision System Support

Elites team of experienced vision support engineers can maintain or upgrade any existing vision application to the highest of standards.

#### Safety System Support

Where you require specialised support for any safety related system, Elite can provide safety competent Engineers to ensure your systems integrity is maintained at all times.

#### Obsolescence

Elite recommend that once a component is included in the manufacturers EOL literature, they should start the process of investigating replacement.