

Support & Healthcare

At Aquidata Excel we recognise that in the increasingly complex world of Information Technology solutions our systems must be easy to support and upgrade throughout their planned design life and beyond.

To back this up we offer our customers a complete managed service program which provides Support and Healthcare for both our own and other suppliers' systems.

Aquidata Excel has been providing these services for several years now and are proud of our record for timely service and success, helping our customers to get the best return from their technology investment.

Healthcare Customers ...

Amerada Hess
BP
ConocoPhillips
Lundin Britain
Paladin
Petro Canada
Talisman Energy
Total E&P

Service Summary...

The objective of the Aquidata Excel support and healthcare service is to provide all necessary services to the customer to maintain their system in a continuously operational state.

Our Support and Healthcare agreement will normally include responsibility to provide any or all of the following primary services:-

- contract management
- interface with 3rd party support suppliers
- spares services
- call out cover
- healthcare and technical support
- customer training
- system enhancements
- data servers hosted in our secure data centre



The scope for each of these services is summarised overleaf.

Benefits ...

Customers who use our support and healthcare service consistently find many diverse benefits accrue, i.e.:-

- reliable single point of contact for support
- problems are anticipated
- systems are maintained at appropriate service levels
- required expertise is available when it is needed
- rapid recovery from failures
- upgrades are implemented safely
- direct support for operations staff

Delivery of effective data gathering, information delivery and management tools to the international hydrocarbon production and processing industries through innovation and partnership with our customers is our business.

Support & Healthcare ...

Contract Management ...

To ensure consistency of service our Support and Healthcare program is managed through our Service Delivery Manager who is responsible for:-

- Customer Liaison
- Coordination of engineering support
- Coordination of 3rd party suppliers
- Management of our customer call tracking database
- Financial management of the contract

Call Tracking ...

Customer calls for assistance are logged into our call tracking database, this allows each piece of work to be monitored from inception through to close out. This database also allows us to identify trends of problems, their cause and effect, to propose solutions that improve our service and operational knowledge.

Management of Sub-Suppliers

The systems we supply are often an integrated solution comprising products from a variety of sub-suppliers. We believe it is our responsibility to ensure that 3rd party products we have supplied work as proposed and we therefore expect to coordinate whatever support is required in the future to ensure that they do.

Our continued involvement in management of these interfaces will both quickly resolve issues that may arise and will add value by selection of appropriate product upgrades.

Spares Services

The aim of this service is to minimise the spares holding without compromising our ability to correctly diagnose and replace faulty components swiftly and efficiently. The spares service has the following components:-

- spares optimisation review - based on FMEA study
- spares storage – ready for dispatch as required
- procedures describing change out method
- repairs management / coordination

Data Centre - Server Hosting

For some customers we host their computer servers in our secure data centre to serve data and applications from our site out to designated customer user groups across various telecommunication delivery mechanisms.

This service is highly beneficial to customers who do not have local IT support within their own organisation.

Call Out Cover..

Our call out cover service ensures that a trained resource from our support engineering pool is always available to respond if there are problems with the operation of our delivered systems or other connected systems. Our on call engineers are equipped with:-

- a mobile phone and pager for receipt of calls made out of normal hours
- system description manuals for all sites supported
- training in all the products and applications running at each of the supported sites

Aquidata Excel can offer various configurations for out of hours support to cover a variety of customer requirements, typically these are based around :-

- critical activity hours
- full 24 hour service

Healthcare and Technical Support

The aim of our Support and Healthcare program is to ensure that our systems are maintained to the very highest standards and as matters arise or modifications are required a competent pool of engineering staff are readily available to do what ever is needed.

This level of service is achieved via a pro-active approach to fault prevention and staff training which in turn results in high confidence in our systems by our clients and their operational staff. There is a “regular” work element to the service that includes:-

- system health checks (via remote link)
- regular familiarity training for our support staff
- pro-active fault investigation and rectification
- operating system and database management
- site visits for general maintenance