



# Techcover error proofing solutions



## **TechCover Uptime**

With TechCover Uptime, get on-site support tailored to your production needs, targeted to ensure maximized system uptime and productivity.

Shield your software – maximize your productivity

## **TechCover Stability**

With TechCover Stability you protect your investments and secure your system availability and productivity. It provides proactive monitoring of your database and remote solution expertise, throughout the lifecycle of your production.

Stabilize your software - Secure your system availability

## **TechCover Protect**

With TechCover Protect you protect your investments. Improve your overall system availability and have access to software updates.

Protect your software – improve your performance.

# Modular/scalable to fit requirements



**System Availability:**

Reactive Support with Guaranteed Response Time

Pro-active database Monitoring with Guaranteed Response Time

Pro-active database Monitoring & Onsite Shift Support with minimum Guaranteed Response Time

**Support:**

Product remote

Product & Application remote

Product & Application on site and remote

**KPI monitoring and analysis:**

Standard report for Response Time

Standard report for Response time database reported issues

Customized reports

# TechCover Protect

Protect your software – improve your performance

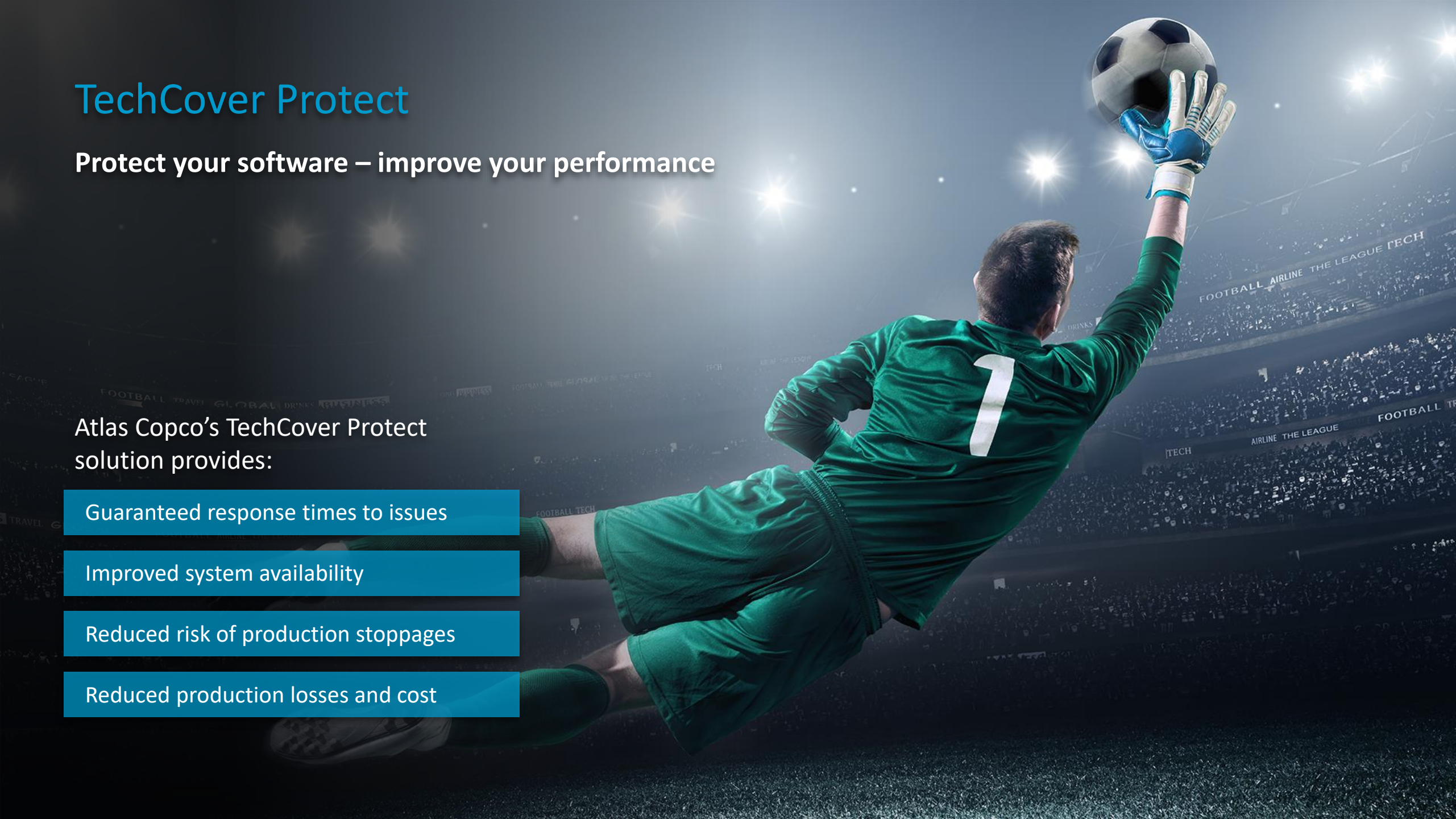
Atlas Copco's TechCover Protect solution provides:

Guaranteed response times to issues

Improved system availability

Reduced risk of production stoppages

Reduced production losses and cost



# TechCover Protect

Lifecycle support for your investments

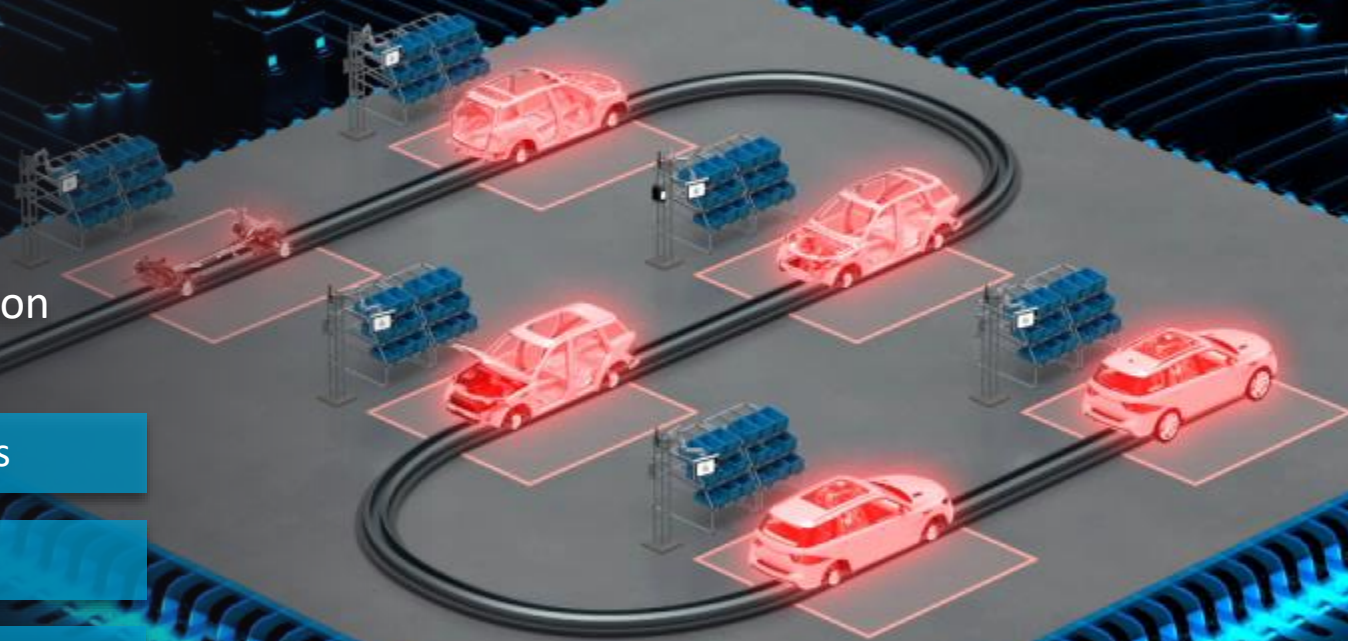
Without support for your production software, this could lead to:

More frequent production downtimes

Longer resolution times

Increased production losses

Increased maintenance costs



# Deliverables

- Committed response times of < 2 hours for production critical incidents
- Remote product support
- Root cause analysis and provision of problem resolution
- Regular product updates\*

\*The delivery of regular product updates does not include testing and implementation in customer environment





## TechCover Protect

With TechCover Protect you protect your investments. Improve your overall system availability and have access to software updates.

Protect your software – improve your performance

# TechCover Stability

**Stabilize your software - Secure your system availability**

Atlas Copco's TechCover Stability solution provides:

Greater system availability

Guaranteed response times to issues

Proactive database monitoring

Minimized risk of production stoppages

Reduced production and data losses





# TechCover Stability

Software has its own specific support needs based on your production process.

Without support for your production software, this could lead to:

Recurring line stoppages – with production, quality and data loss

Longer resolution times

Increasing maintenance resources

Unexpected increases in downtime costs



**TRANSMITTING DATA**

# Deliverables

- Committed response time of < 2 hours for production critical incidents
- Remote product support
- Root cause analysis and provision of problem resolution
- Regular product updates\*
- Remote application support
- Database monitoring and remote support

\*The delivery of regular product updates does not include testing and implementation in customer environment





## TechCover Stability

With TechCover Stability you protect your investments and secure your system availability and productivity. It provides proactive monitoring of your database and remote solution expertise, throughout the lifecycle of your production.

Stabilize your software - Secure your system availability

# TechCover Uptime

Shield your software – maximize your productivity

Atlas Copco's TechCover Uptime solution provides:

Maximized system availability

Shortest guaranteed response times to issues

'One-stop' dedicated on-site support

Minimized production losses

Reduced data losses

Maximized product quality



# TechCover Uptime

Complete lifecycle support for your software

Without support for your production software, this could lead to:

Costly line stoppages – with production, quality and data loss

Longer resolution times

Increased maintenance resources

Unexpected increases in downtime costs

Lack of visibility of your software issues



# Deliverables

- Committed response times of < 30 minutes for production critical incidents
- Remote product support
- Root cause analysis and provision of problem resolution
- Regular product updates\*
- Remote application support
- Database monitoring and remote support
- On-site shift support (1 x shift included)
- KPI alignment and performance reporting

\*The delivery of regular product updates does not include testing and implementation in customer environment





## TechCover Uptime

With TechCover Uptime, get on-site support tailored to your production needs, targeted to ensure maximized system uptime and productivity.

Shield your software – maximize your productivity

*Atlas Copco*

