# Support

## Service Contracts

EMC delivers expert, ad-hoc support across the full spectrum of engineering data, from 1D data and 2D intelligent deliverables to 3D models, Engineering Data Management (EDM) and ISM (Information Standards Manager) / AIM (Asset Information Management) tools, all aligned with our integrated EMC4.0™ roadmap.

Unlock Efficiency, Flexibility & Cost Savings with an Outsourced Service Support Contract.
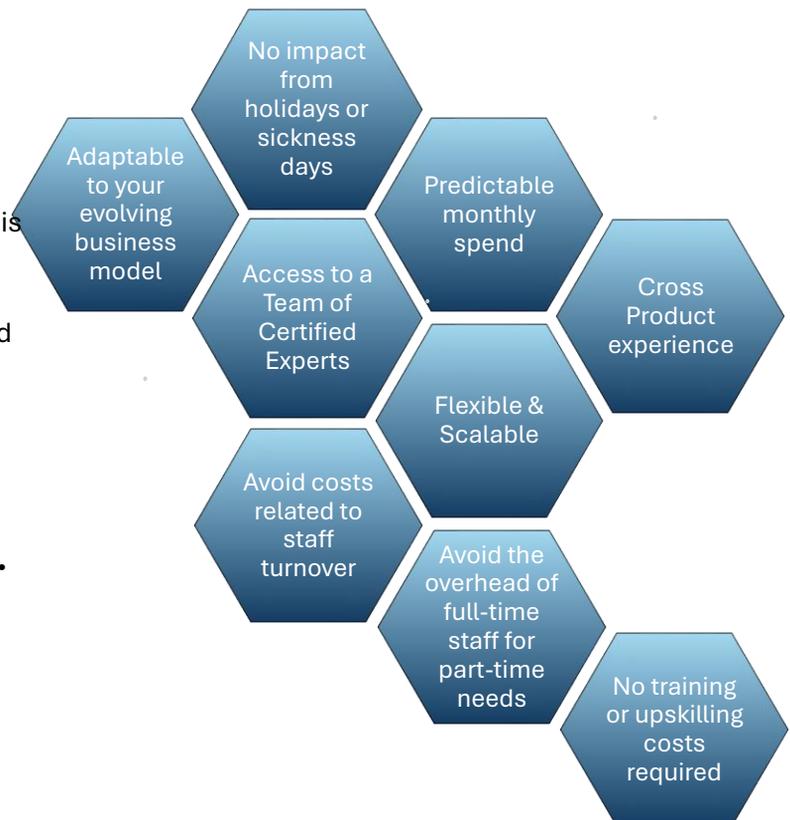
## Service Support Contracts

We specialise in maintaining operational functionality and optimising engineering systems through tailored service contracts designed to enhance functionality, drive innovation, and support long-term development.

With deep industry experience, our team is skilled at diagnosing and resolving complex technical issues. We are dedicated to improving system efficiency and reliability, ensuring your digital tools operate seamlessly and are aligned to your project's specific goals.

## Limitations of Onsite Permanent Systems Support

- ✗ High fixed salary and benefits cost
- ✗ Single point of failure (if your Administrator is not available, i.e. holiday, maternity or sickness)
- ✗ Limited skill set compared to an outsourced team
- ✗ Slower adaptation to new technologies
- ✗ Risk of knowledge gaps or outdated practices

## Outsource Smart. Operate Secure. Grow Faster.

- No impact from holidays or sickness days
- Adaptable to your evolving business model
- Predictable monthly spend
- Access to a Team of Certified Experts
- Cross Product experience
- Flexible & Scalable
- Avoid costs related to staff turnover
- Avoid the overhead of full-time staff for part-time needs
- No training or upskilling costs required

AVEVA Partner Ecosystem | System Integrator | MEMBER

# Service Support Contracts

EMC provides expert, on-demand support across the entire AVEVA unified engineering data landscape, covering 1D data and 2D intelligent deliverables, 3D digital models, and asset information management applications all delivered in alignment with our integrated EMC4.0™ digital roadmap.

Our core focus is on optimising engineering environments through customised service contracts that enhance performance, foster innovation, and support long-term system development. This approach ensures efficient and standardised digital project execution that evolves with the demands of today's engineering challenges.

## Why Choose Outsourced Support?

**Reduced Costs**

- No recruitment or onboarding costs
- Predictable monthly spend with no hidden charges
- Pay only for the services you require

**Access to a Team of Industry Experts**

- Tap into a full team of specialists
- Stay up to date with evolving technologies
- Rapid issue resolution

**Flexible & Scalable**

- Scale services up or down based on your requirements
- Support tailored to evolving business requirements
- Avoid the overhead of full-time staff for a part-time requirement

**Business Continuity**

- No impact from holidays or sickness days
- Minimise downtime with proactive maintenance
- Adaptable to your evolving business model

**Focus on Core Business**

- Let your internal team focus on strategic goals
- No training or upskilling costs
- Easily scale support during projects or busy periods

## Contract Types

**Base 8**
Minimum Hours - 8 hours per week
Response Time - No more than 48 hours

**Base 16**
Minimum Hours - 16 hours per week
Response Time - No more than 24 hours

**Base 24**
Minimum Hours - 24 hours per week
Response Time - No more than 12 hours

**Base 32**
Minimum Hours - 32 hours per week
Response Time - No more than 6 hours

**Base Full Time**
Minimum Hours - 40 hours per week
Response Time - No more than 2 hours

**Ready to improve performance and protect your business without the overhead of permanent staff?**
**Contact EMC today!** Email colin.fairweather@emcserv.com or gary.patterson@emcserv.com or call us on 020 363 363 03 (Option 2), and let's get started.