

# PROVISIO Service and Support Solutions

Delivering operational assurance



**As control, automation and real-time IT solutions age they become less efficient and systems become increasingly difficult to support.**

Capula's PROVISIO support services offer long-term value and maximum system availability throughout the lifecycle of your system, whether your strategy involves maintenance, evolution or enhancement.

Our combination of professional support and technical services are fully supported by an engineering team with over 25 years' experience in implementing a range of legacy and modern systems from the leading technology equipment suppliers.

## Features include:

Qualified and experienced engineering teams

24/7 support

Asset management & obsolescence management

Long term support contracts

Maintenance health checks

Training

Patch & security management

Repairs service

Service reporting

PLC system upgrades/migration

Technical audits

Technical consultancy

Security audits

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## PROVISIO a Capula solution

**“We lost all view and system control from the central control room yesterday ..... and have been running with no redundancy until the second server was re-built late today.**

**The system is now healthy and running as normal.**

**Thanks to the Capula Service team for all their hard work and efforts repairing these two servers. Great work and ownership.”**

As an independent systems integrator, our engineering teams have a wealth of experience in supporting a multitude of cross platform systems from PLC, SCADA & telemetry through to network design, configuration and fault finding and software programming.

Furthermore, we are able to support a wide range of proprietary industrial hardware and software systems including: GE, Mitsubishi, OSIsoft, Rockwell, Schneider Electric, Siemens, Wonderware and a host of others.

We guarantee rapid response times through a dedicated team of engineers with outstanding technical expertise. To contact our Service and Support department directly, email [supportadmin@capula.co.uk](mailto:supportadmin@capula.co.uk), or call 01785 827300.

nationalgrid



### National Grid

Secondary System Support Agreement

### Case Study

Capula has a long standing relationship with National Grid providing **dedicated and skilled engineering support for their sixty two substation control systems** that Capula originally implemented in the late 1990s.

Based on the **NICAP equivalent Bay Solutions** (National Integrated Control and Protection), soon to be replaced with the **Capula Imperium** solution, we provide Monday – Sunday inclusive telephone support, site engineering

expertise, spare parts management, maintenance and obsolescence management to guarantee service for this **critical** national infrastructure.

For the past several years Capula has achieved a **100% record against a wide range of key performance indicators (KPIs)** for our service to National Grid and have been commended on several occasions for the quality of service we provide.