



PROVISIO

a Capula solution

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.

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, or call 01785 827300.

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“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 rebuilt 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.”

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PROVISIO features:

- 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

Our combination of professional support and technical services are fully supported by an engineering team with unparalleled technical knowledge and expertise in the automation arena.

Our long term agreements ensure direct access to skilled engineering resource and effective service management to reduce operational risk. Agreements can be fully customised and we have the flexibility to adapt our services according to evolving client requirements.

As a service provider, we offer a range of advanced technical services to support our clients evolving business needs. We are committed to contributing to the success of business performance, always targeted towards operational excellence.

Our quality services offer long-term value to ensure professional success.

CASE STUDY

National Grid: Secondary System Support Agreement

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.

nationalgrid

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.

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