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

- **Protect your software – improve your performance**
  - System Availability: Reactive Support with Guaranteed Response Time
  - Support: Product remote
  - KPI monitoring and analysis: Standard report for Response Time

- **Stabilize your software – secure your system availability**
  - System Availability: Pro-active database Monitoring with Guaranteed Response Time
  - Support: Product & Application remote
  - KPI monitoring and analysis: Standard report for Response time database reported issues

- **Shield your software – maximize your productivity**
  - System Availability: Pro-active database Monitoring & Onsite Shift Support with minimum Guaranteed Response Time
  - Support: Product & Application on site and remote
  - KPI monitoring and analysis: 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
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