



AUTOMATION SUPPORT SERVICES

OUR SERVICES

EN Automation is a leading systems integrator across the energy, utilities, pipeline & facilities and manufacturing industries. With access to 150+ experienced engineers, our team provides expert-level support services to improve system reliability and maximize client operations.

Support Your Investment

- Dedicated support team available 24/7
- Focus on client relationships
- Collaborative approach to identify client priorities
- Empowered systems managers track and troubleshoot systems in real time
- Extensive industry experience = efficient identification of issues, sustaining operational processes and enhancing system performance

The EN Automation support team guides clients through the establishment of best practices, planning for the future and training the next generation of engineers and managers to establish continuity and consistency.

**MAXIMIZE YOUR OPERATIONS
WITH 24/7 ACCESS TO OUR
DEDICATED TEAM OF SUPPORT
SPECIALISTS.**



AUTOMATION SUPPORT PACKAGES

SUPPORT SERVICES	SILVER	GOLD	PLATINUM
E-mail Support	✓	✓	✓
Phone Support	✓	✓	✓
Direct to Expert Call Routing	✗	✗	✓
Remote Coordination of Third Parties	✗	✓	✓
Onsite Field Service	✗	✓	✓
Access to Support Analytics	✗	✓	✓
Real Time Support Status Updates	✗	✓	✓
Customized Training	✗	✓	✓
Availability	Business days 8-5 CST	Business days 8-5 CST	24/7/365
Response Times	Within 24 hours	Within 4 hours	Within 1 hour

*Service agreements can be tailored to meet specific individual client needs.

