ASSURED KNOW-HOW

Delivering operational support to industrial assets, through-life

CAPULA

We've got you covered

Without the proper maintenance and support your systems can become unreliable — leading to unscheduled downtime, product waste and a decrease in profitability.

The success of a business relies heavily on the reliability and productivity of its physical assets. But with prolonged use or improper management, failure of critical assets or a shortage of inventories is a real threat.

This in turn, leads to downtime that businesses can ill-afford.

Businesses must ensure that their high-value assets and equipment can run consistently over extended periods, supplying reliable and optimal output every time, with minimal failure.

But things can go wrong. Businesses need to know that when things do, they have someone ready to lean on with the experience and expertise to help get back online.

Whether you need technical support, on-site engineering expertise, or facilitated training, we have you covered.

Increasing pressures

Our clients are facing increasing pressures to achieve optimum performance of their operations, assets and systems.

There are a number of factors that are typically driving this, including unplanned downtime due to ageing infrastructure, greater connectivity of Operational Technology (OT)/Information Technology (IT) introducing increased cyber risk, regulatory and environmental scrutiny and growing customer demand that increases the need for even greater levels of efficiency to remain profitable.

| COMPLIANCE & REGULATION | SHORTAGE OF SKILLS | THREAT OF CYBER ATTACKS | UNSCHEDULED DOWNTIME | OPERATIONAL EFFICENCY | OT/IT CONVERGENCE |

BOOST THE LONGEVITY, RELIABILITY AND PERFORMANCE OF YOUR ASSETS AND INCREASE YOUR BOTTOM LINE.
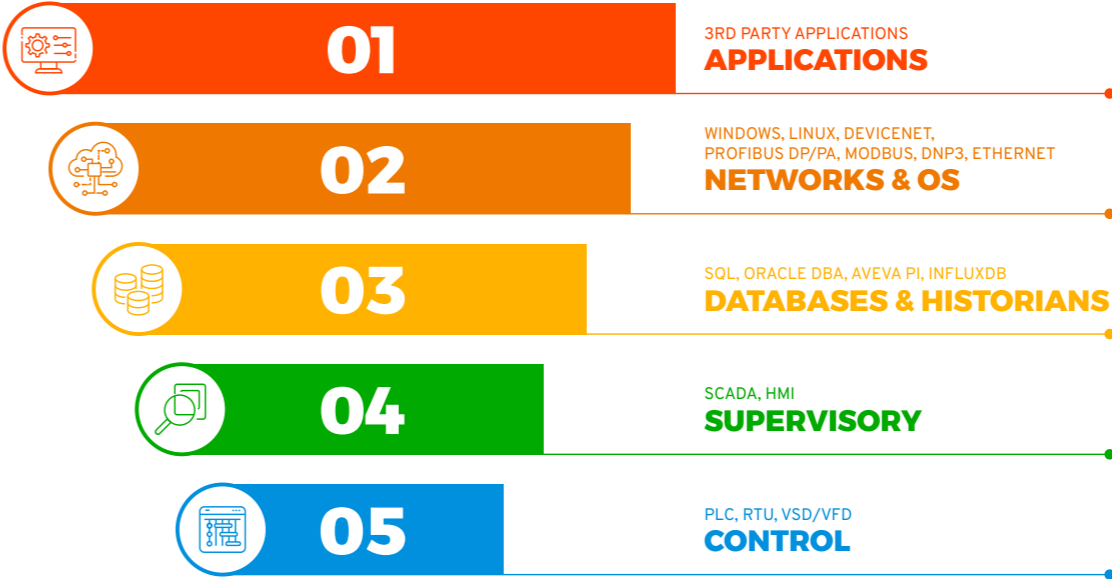
WE HELP BUSINESSES MAINTAIN AND SUPPORT SOME OF THE MOST CRITICAL OPERATIONS THROUGHOUT THE UK

ASSURED KNOW-HOW

There is no single product, technology, or methodology that can fully address the complex and evolving needs of modern industrial environments. Our focus is on contributing to the success of your business by improving operational performance, offering value-based support, and extending the life cycle of installed assets.

Our engineering teams have a wealth of experience in supporting a multitude of cross platform systems across the layers of automation, from databases, historians and SaaS applications; through to networks, DCS, PLC, SCADA, Telemetry and Drives.
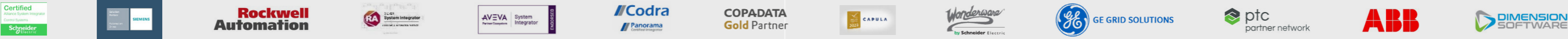
Our vendor agnostic approach means we are able to support a range of industrial hardware and software systems. So even if your system was not commissioned by Capula, you have the assurance that we have the skills, experience and resources available to support you.

01 3RD PARTY APPLICATIONS
APPLICATIONS

02 WINDOWS, LINUX, DEVICENET, PROFIBUS DP/PA, MODBUS, DNP3, ETHERNET
NETWORKS & OS

03 SQL, ORACLE DBA, AVEVA PI, INFLUXDB
DATABASES & HISTORIANS

04 SCADA, HMI
SUPERVISORY

05 PLC, RTU, VSD/VFD
CONTROL

VENDOR TECHNOLOGIES SUPPORTED

- Siemens PCS7
- Schneider
- Rockwell Automation
- Mitsubishi GX
- Oracle
- Siemens S7
- Citect
- CompactLogix
- ZENON 7
- MS Access

- (S7300/400/1200/1500)
- Quantum
- ControlLogix
- Panorama
- SQL
- HMI/ Comfort Panel
- Viijeo Designer
- MicroLogix
- GE D25

- Linux
- WINCC
- AVEVA System Platform
- PLC5/SL500
- GE D20/D200
- Unix
- APACS+
- AVEVA PI System
- Studio 5000
- IFIX

- Windows
- APMS
- AVEVA InTouch
- RSLogix 500
- Brodersen
- VMWare
- Wonderware
- FactoryTalk
- GEM 80

Our Partners

Certified Alliance System Integrator Control Systems Schneider Electric · Siemens · Rockwell Automation · RA System Integrator · AVEVA System Integrator · Codra Panorama · COPA-DATA Gold Partner · CAPULA · Wonderware by Schneider Electric · GE GRID SOLUTIONS · ptc partner network · ABB · DIMENSION SOFTWARE

OUR SERVICE & SUPPORT
SERVICES CAN BE SCALED TO SUIT
YOU WHATEVER YOUR CHALLENGE.

NO MATTER WHICH SERVICE FITS YOUR
NEEDS, OUR DEDICATED FOCUS IS ON
REDUCING RISK AND SAFEGUARDING
YOUR PERFORMANCE.

ASSURED KNOW-HOW SERVICES THAT SUIT EVERY REQUIREMENT

Core Support

Our **Core Support service** provides essential "break-fix" cover. A dependable safety net for when things go wrong. It's a low-cost insurance policy that gives you peace of mind, knowing that expert help is just a call or email away. Included in every support contract:

- Service desk logging
- Telephone/email support
- A dedicated Service Team for the duration of the contract

This is ideal for customers who want straightforward, reliable support without the extras.

Value Add Services

For customers who want to go beyond the basics, we offer a suite of **Value Add Services** that enhances system resilience, improves visibility and supports long-term planning. These services can be purchased individually or bundled into a tailored service contract. With a customised plan, you benefit from:

- One simple purchase order to cover all services — reducing admin and making procurement faster and easier
- Clear visibility of scheduled maintenance and support activities
- Proactive system care to reduce the risk of failure
- Strategic insight into which assets can be extended and which need a migration roadmap

Our Value Add Services are designed to keep your systems running smoothly today and for the future.

Most Value Add Services can be delivered as standalone offerings or integrated into a broader service contract.
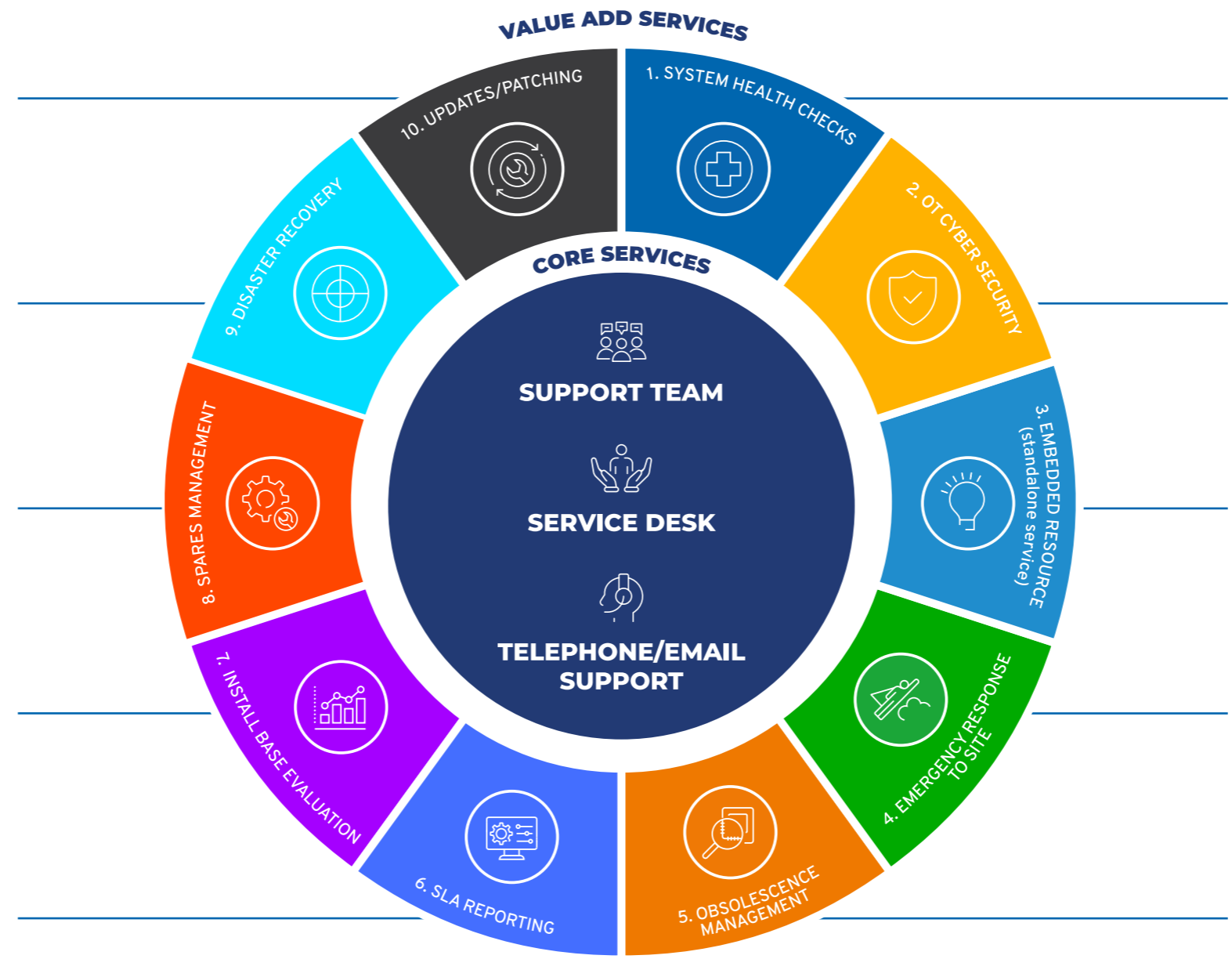
VALUE ADD SERVICES AVAILABLE

Updates/Patching

Maintaining your hardware and software through regular updates/patching protects you from cyber security threats and provides you with the very latest features and bug-fixes.

Disaster recovery

Our Disaster Recovery Services aim to help you to back up, test and securely store your data, software and configuration files. We will tailor our service to complement the processes you may already have in place.

Spares management

Our Spares Management Services aim to help you to maintain and audit spares regularly to ensure they are available, in good working order and are suitable for use in the event of an active system failure.

Install base evaluation

Our discovery service captures a detailed view of your installed systems and spares. It often includes obsolescence and spares management insights and can be tailored to address specific issues like performance, resilience or cyber security.

SLA Reporting

Available monthly, quarterly, bi-annually or annually, our SLA Reports provide a detailed overview of all support tickets raised during the reporting period. Each report includes a performance evaluation against your contracted SLA targets and any agreed KPIs, giving you clear visibility into service delivery and operational trends.

VALUE ADD SERVICES

CORE SERVICES

- 10. UPDATES/PATCHING
- 1. SYSTEM HEALTH CHECKS
- 2. OT CYBER SECURITY
- 3. EMBEDDED RESOURCE (standalone service)
- 4. EMERGENCY RESPONSE TO SITE
- 5. OBSOLESCENCE MANAGEMENT
- 6. SLA REPORTING
- 7. INSTALL BASE EVALUATION
- 8. SPARES MANAGEMENT
- 9. DISASTER RECOVERY

SUPPORT TEAM

SERVICE DESK

TELEPHONE/EMAIL SUPPORT

System health checks

Our engineers perform proactive audits to identify potential issues before they impact operations. These can be delivered remotely or on-site, depending on the system. For example, PI System audits can be completed without a site visit.

OT cyber security

From risk management consultancy, through to secure architecture design and system hardening, our security team has the experience and expertise across all Critical National Infrastructure verticals.

Embedded resource (standalone service)

When you are resource constrained or have a scarcity of skills, we can provide a fully embedded resource plan aligned to your strategic or tactical objectives.

Emergency response to site

You may need a solution that gives you rapid access to an engineer on-site. We can offer targeted SLA's giving you the assurance that our engineers can be mobilised and on-site in as little as 4 hours - 24 hours a day, 365 days a year.

Obsolescence Management

We will deliver an independent view on the changes required to maintain your systems, assessing how to best manage obsolescence in the most cost-effective way.

OUR DEDICATED ENGINEERING SUPPORT TEAM COVERS THE WHOLE OF THE UK.

OUR SUPPORT TEAM

Capula has a dedicated Service & Support team that focuses on customer care and support, wherever and whenever it's needed.

The team is comprised of multi-skilled engineers enabling us to provide a broad range of service and support options to our customers, with service availability up to 24x7x365 and rapid response times of up to 4 hours to site.

- Support and maintain UK Critical National Infrastructure customers
- Minimise unexpected downtime
- Support profiling and management of CAPEX and OPEX budgeting

✔ *Dedicated multidisciplinary team of over 30+ specialists based across 6 UK office locations, with many engineers home-based and geographically dispersed to ensure true national coverage.*

✔ *Customised service agreements with a focus on performance*

✔ *National coverage 24 hour, 7 days a week, 365 days a year*

✔ *Rapid response times of up to 4 hours to site and instant remote response times*

✔ *While 99% of our work is UK-based, we also support clients with global operations, ensuring continuity and resilience wherever your systems are deployed*

CAPULA

capula.com