

A man in a white shirt and tie is working on a laptop in a server room. The server racks are filled with various components, and the man is looking at the laptop screen. The background is slightly blurred, focusing on the man and his work.

datalog 

Support Benefits

Cortech Developments

www.cortech.co.uk

Simple Scalable Support

Our technical support and services help you protect and extend the value of your software investment by enabling operators to quickly handle security vulnerabilities effectively with minimal disruption.

Downtime Can Leave You Vulnerable

When a fault arises it is often difficult to determine the root cause; is it the software, hardware or the communications infrastructure? Some faults may be intermittent and gradual rather than catastrophic and this may impact on system performance and operator confidence in the system.

It could also result in costly call outs. Our support provides you with in house resources and expertise for remote diagnosis / resolution over the telephone and where required, on site assistance.

Access to Exceptional Technical Support

You will have streamlined access to support experts who have years of experience supporting diverse installations in a wide range of industries. They are adept at understanding potential software implementation issues, replicating problems and resolving them quickly. You will also gain access to a vast knowledgebase of technical tips, tools and best practices.

By capitalising on our experiences and knowledge, you can develop and deploy your most efficient business processes quickly, therefore helping you to manage and optimise the value of your software.

Maximising Software Value with Support

Support is an important part of our overall proposition and is essential in maintaining good overall system health and providing fault resolution.

Why Buy Support?

In our experience your operational risks should be controlled and managed. From time to time you may require assistance from our support team.

In the unlikely event that a problem does occur and requires closer interrogation, using our services will drastically reduce system downtime from days to hours. Consequently this limits the costs associated with engineer call outs.

Incidents should be considered as risks and factored into your wider business strategy on a 'prevention is better than cure' basis. That said when incidents do occur; what matters most is how you respond and how quickly.

Secure Your Investment

Our support provides you with technical expertise and in house resources either via email, over the telephone or through remote diagnosis to enable you to resolve Datalog issues quickly and effectively.

What We Can Offer

Cortech provide your company with the assurance of a guaranteed priority response for any faults or problems that may occur. Furthermore we will proactively support the system integrator in fault finding and problem solving.

Our support will help your operators overcome the most common issues. This will involve determining if the issue lies within the Datalog PC or user programming. In many cases it can relate to the various manufacturer control panels connected to your system.

Making The Right Choice - Support Reduces Your Risk

Optimising the performance of your system enables you to manage your operations more effectively and significantly reduces your exposure to risk. Covering your system with a support agreement allows you to access a range of services including telephone assistance, remote diagnosis and on site assistance. This ensures your buildings and systems remain secure and not vulnerable to downtime.

Ensure Your Software is Always Safeguarded

At Cortech, we offer a wide range of support services, from installation and configuration to monitoring and fine-tuning. The key benefits of our support agreement are summarised below:



Guaranteed priority response to any faults or problems that may occur

Unlimited telephone and email support



Free sysgen/recompile for license changes

Remote control PC assistance

Contact

Support is available for you to purchase through our support team. For a free quotation please contact us on 01925 750607 or email support@cortech.co.uk. Our support agreements are usually generated for a 12 month period. However, if you are interested in purchasing a shorter or longer agreement term, please let us know.

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If you require any assistance with your Datalog 5 system please contact our Support Team directly on 01925 750607 and your call will be placed through to our Support Team. Alternatively, you can email us at support@cortech.co.uk.

Our Support working hours are 09:00am - 17:00pm Monday to Friday, excluding UK Bank Holidays.

Upon receipt of your call, our support personnel will confirm if a valid support contract is in place. All support calls are prioritised according to an SLA being in place and severity of your call/enquiry.