



AFRY

ÄF PÖYRY



Service and
Support




Service and Support

Quality Service and Support

AFRY has a fully operational Service and Support organization available at all times, every day and night of the year. We cover all automation systems and industrial IT.

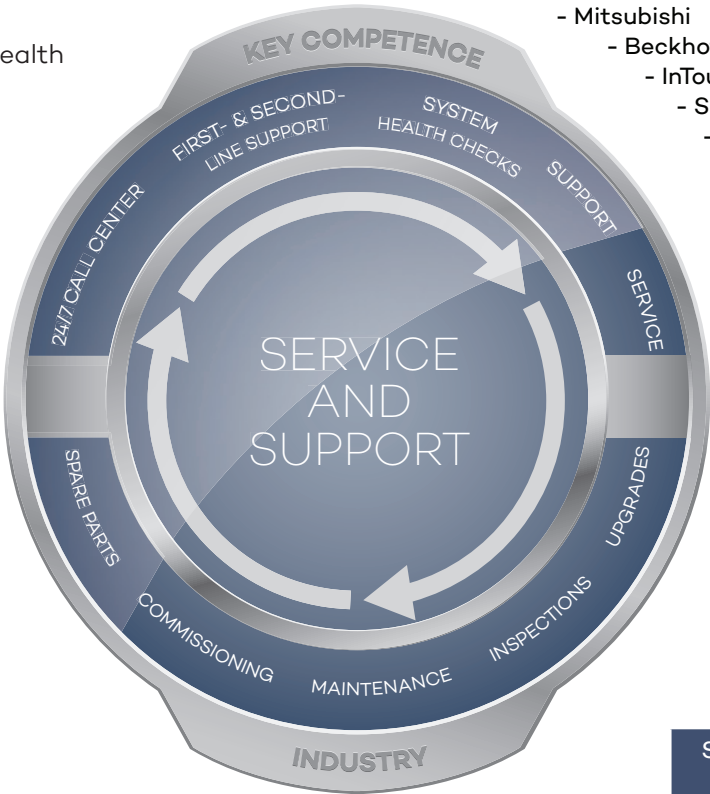
AFRY Service and Support maximizes the availability and quality of our clients automation-, IT-, Process- and mechanical systems. Our expert staffed support hotline offers On-call support 24/7/365. With an AFRY Support Contract expertise is only 1 call away.



-  Inspections & System Health Checks
-  First- and second- line support
-  24/7 Call center with On-Call
-  Commissioning
-  Spare parts
-  Upgrades
-  Service
-  Support

Advantages with AFRY Support Agreement

With AFRY Service and Support agreement you can avoid downtime and minimize production interruption. Our dedicated and professional support team with expertise in your industry or application, can quickly give advice and take action to maintain your availability and maximize uptime.



Supported Platforms

The AFRY Support services are available to a wide range of automation- and IT-platforms. No matter what platform you use, AFRY can ensure to provide efficient support.

Examples of supported solutions:

- ABB; 800M, 800xA, Freelance, Sattline, all drives
- Siemens; S5, S7, TIA, PCS7, WinCC, all drives
- Mitsubishi
- Beckhoff
- InTouch
- Siemens MindSphere IoT Platform
- Siemens Opcenter MOM
- All brands of robots
- Microsoft Azure IoT Platform
- Cloud Platforms (Azure, AWS, GCP)
- Manufacturing Execution System (MES)
- Integration Platforms
- ERP systems
- Finance systems
- Other general IT systems



Custom Support Agreement

Choose a support agreement that suits your business needs.

Basic: Support during office hours with remote access.

Advanced: Support during office hours with both remote access and on-site support.

24/7/365: Support agreement.

Custom Level: We can customise according to your specifications

Support Level	Remote Support	Remote Service	Availability	On-site Support	On-site Maintenance
Basic	Yes	Within 8 hours	Office hours	No	Option
Advanced	Yes:	Within 4 hours	Office hours	Within 8 hours	Option
24/7/365	Yes	Within 1 hour	24/7/365	Within 4 hours	Once a year
Custom Level	Yes	Upon agreement	Upon agreement	Upon agreement	Upon agreement

Contact Information

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