

GLOBAL SERVICES



DANIELI AUTOMATION

Know-How in Process Control

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GLOBAL SERVICES

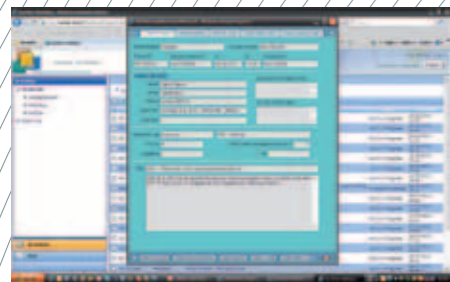
Global Services is a department within DANIELI AUTOMATION dedicated to worldwide support for all our customers, providing assistance with automation systems and electrical parts for steel making plants.

This structure provides optimum support for your investment, assisted by our extensive know-how in process control. It ensures you have constantly updated hardware with simple access to technical expertise application tools giving you competitive advantages.

Our team is at your disposal for any professional advice regarding PREVENTIVE MAINTENANCE and REVAMPING.

Global Services is a division dedicated to providing quick effective assistance and service to the customer via the Web:

- › E-ASSISTANCE
- › E-SERVICE
- › E-SPARE
- › E-LEARNING
- › iSTAND



E-ASSISTANCE

Our Assistance Service receives and collects all requests which are then automatically forwarded to the appropriate responsible and qualified person. All communications are tracked in order to avoid time-waste and possible misunderstandings.

E-Assistance is used for requests relating to:

- › Training
- › Technical assistance
- › Small revamp work

During initial access, Global Services will provide each customer with their own USERNAME and PASSWORD for easy access into their own personalized area.



E-SERVICE

E-Service provides remote technical assistance aimed at solving most technical plant problems removing the need for engineer's visiting your site.

This guarantees our customers a considerable reduction in service costs.

E-Service, working together with customer operators, allows all activities in the plant to be monitored as well as the modification of software parameters. No additional software installation is required in the pulpit: the only requirement is a PC connected to a fast internet connection.

E-Service is integrated with and supported by E-Assistance.



E-SPARE

A stock of spare parts enables our customers to reduce down-time due to equipment failure and promotes a fast production re-start. DANIELI AUTOMATION offers a system by which customers can order spare parts directly via the Internet, reducing lead times and also taking advantage of special discounts.





E-LEARNING

E-Learning provides a training service for our Level-1 and Level-2 automation and process systems. Training courses can be paid for directly on-line using credit cards.

Our training programmes are single-user oriented. Participants may test their knowledge at the end of the course content.

A training certificate is issued at the end of the course.

An on-line tutor is available for answer all questions and enables better focus on main topics.

E-Learning permits users to participate in lessons from any place.

It is also possible to stop and resume a lesson at anytime.

We arrange and perform training courses from our headquarters in Italy, but we can also arrange to be present on site for practical hands-on training.



iSTAND

DANIELI AUTOMATION's solution for effectively testing the automation of a yet-to-be built plant, and for effective training of operators, is iSTAND: a system allowing a virtual reality control applied to the whole automation system of a plant. The pulpit is designed with a new concept of control panels and users supervision with three-dimensional interactive vision of the production process. The simulated process can be configured easily to different production units.

This is real simulated commissioning, done before the assembly and installation.

Thanks to iSTAND, the number of prototypes for new machines is reduced, and prototype validation can be performed on the 3D model.

iSTAND is a very important step for know-how transfer, as it makes it possible to train operators before plant installation.

With this process simulation platform, mistakes are avoided during plant production and hand-on training can be performed on the 3D model in DANIELI AUTOMATION.





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Visit Global Services area
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24H/7 DAYS ASSISTANCE

Our direct telephone number is available 24 hours a day, 7 days a week.
Our specialists provide professional support
for any problems and/or emergencies.
Thanks to this service, our skilled personnel can provide
prompt assistance to help resolve critical situations.

CONTACT US:

- › at our web site www.dca.it - Global Services area
- › or directly by phone on **+39 0432 518 999**

MAIN OFFICES

- ① Buttrio / ITALY

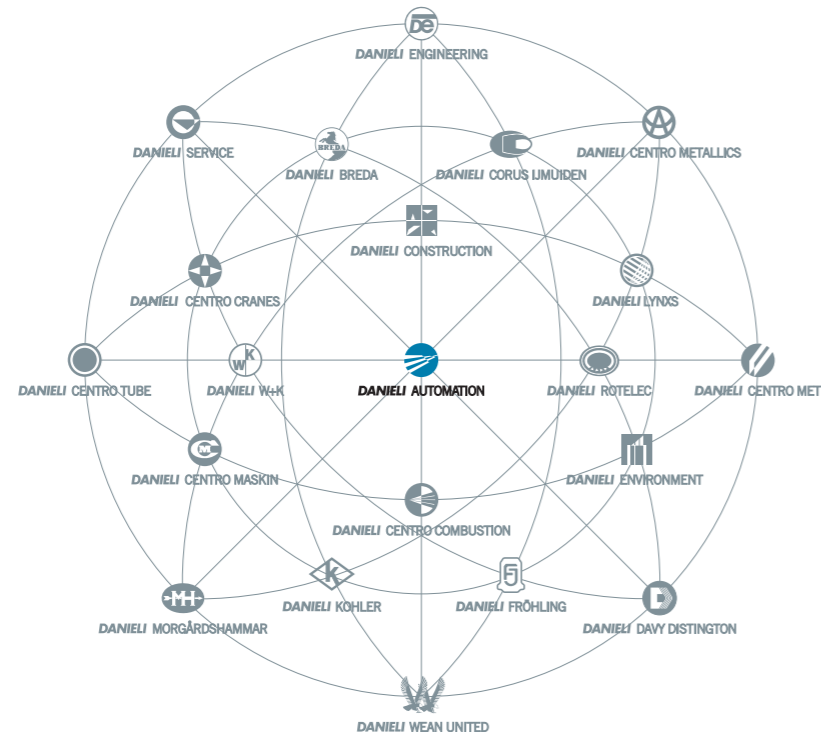
SERVICE CENTER

- ② BRAZIL
- ③ SAUDI ARABIA
- ④ VIETNAM
- ⑤ JAPAN
- ⑥ RUSSIA

CALL CENTER

- ① Buttrio / ITALY (headquarters)
- ⑦ THAILAND
- ⑧ INDIA
- ⑨ USA





WORLDWIDE OFFICES

MAIN OFFICES

Buttrio / **ITALY** (headquarters)
Genova / **ITALY**

WORLDWIDE OFFICES

Kolkata / **INDIA**
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