



EFFICIENCY AND SAVINGS



NO DOWNTIME



ENVIRONMENTAL SUSTAINABILITY

Service Level Agreement

For personalized support

ICI

POWERING EVOLUTION

CHOOSE THE SOLUTION THAT BEST SUITS YOUR NEEDS



BASIC SUPPORT

Designed for those seeking a reliable and essential first level of assistance.

It includes all the basic digital services for monitoring and communicating with the system, a complete scheduled maintenance package, and a customized kit of original spare parts.

Support is guaranteed via telephone availability, ensuring a quick response when needed.

Ideal for: companies looking to start digitalizing the management of their system without compromising on safety and reliability.

Thanks to remote monitoring, you always have control over:

- Energy consumption
- Trends of critical variables
- System performance and efficiency

Live Monitoring





ACTIVE SUPPORT

A higher level of service, designed for those who need greater responsiveness and control.

In addition to everything included in the Basic plan, it offers email notifications, live monitoring, and weekly reports with operating data from the system.

A valuable decision-making tool to optimize processes and prevent critical issues.

Ideal for: companies focused on continuous performance improvement and aiming to anticipate potential problems.

What makes our SLA so good?

- System performance and efficiency
- Predictive maintenance
- Tailor-made interventions, with guaranteed times
- Customized technical reports and KPIs





ACTIVE SUPPORT PLUS

The most complete and advanced package, designed for critical or particularly complex systems.

It includes all services from the previous levels, plus 24/7 availability, unlimited tickets, guaranteed intervention, and in-depth analysis of weekly reports.

A true ongoing technical partnership to ensure maximum efficiency and peace of mind.

Ideal for: strategic systems where downtime is not an option and every detail makes the difference.

Efficiency and reduced environmental impact

Through scheduled maintenance activities, remote monitoring and targeted interventions, our Service Level Agreement allows you to:

- Reduce emissions related to malfunctions and excessive consumption
- Extend the life cycle of plants, reducing waste
- Avoid unexpected and costly failures, containing the environmental impact

Environmental Sustainability



OUR PACKAGES



Basic Support

Web Access Pack

Software update
Data acquisition
Customized synoptic
Annual SIM data fee
Alarm service
Newsletter

Maintenance

Staff training
Scheduled maintenance
Warranty extension
Customized original spare parts kit
Maintenance consumables

Support

Telephone availability



Active Support

Web Access Pack

Software update
Data acquisition
Customized synoptic
Annual SIM data fee
Alarm service
Newsletter

Maintenance

Staff training
Scheduled maintenance
Warranty extension
Customized original spare parts kit
Maintenance consumables

Support

Telephone availability
+
Email Notifications
Live Monitoring

Report & Analisi

Weekly Report
+
Specialist Performance Analysis



Active Support Plus

Web Access Pack

Software update
Data acquisition
Customized synoptic
Annual SIM data fee
Alarm service
Newsletter

Maintenance

Staff training
Scheduled maintenance
Warranty extension
Customized original spare parts kit
Maintenance consumables
+
Intervention guarantee

Support

Telephone availability
Email Notifications
Live Monitoring
+
24/7 Telephone Availability
Unlimited Tickets

Report & Analisi

Weekly Report
Specialist Performance Analysis
+
Personalized performance analysis



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