What is the Value of?
Batch Maintenance

Maximize the value of your batch system purchase with batch maintenance.

Access to Telephone Support 24/7/365

- Many batching problems are not caused by system malfunctions, but by plant problems, changes in materials or processes, etc. You may need help to distinguish between these types of issues and to resolve them effectively. Telephone support gives you immediate access to trained technicians with the experience to help identify and resolve the problem, whether on the batching system or the plant.
- Your Priority or Software/Phone support contract provides your staff the ability to call at any time of day, any day of the year, with no additional charge. Toll free support calls provide you access to the largest and most experienced support team in the industry. Our support team is tiered to ensure that critical issues are escalated through the appropriate resolution channels.

Keeping Your Systems Up To Date

- With computer technology advancing at a quicker pace than ever before, it is essential that the systems you rely on daily to run your business are kept up to date. Therefore, we continually upgrade our software to be compatible with new third-party solutions.
- As the industry evolves, so do our products. Features are continually added or enhanced to keep pace with the industry.
- Your Priority Software Support contract allows you to keep your software current, reap the benefits of new and enhanced functionality, and provides you access to our expertise in deploying new solutions effectively.
- COMMANDbatch with COMMANDassist provides you the ability to receive your software updates online.

Software Corrections

- When software features do not operate as designed or needed, the efficiency of your daily operations may be impacted and you need timely resolutions.
- Your Priority or Software support contract ensures that issues can be reported and will be addressed in a timely manner. Our support contracts define severity levels to be assigned to all reported deficiencies and outline resolution times to be met.

Hardware Coverage for Replacement Parts

- When replacement parts are needed, you want easy and immediate access to them.
- Maintaining hardware coverage under the Priority One Support plan will allow you to quickly and easily order and receive replacement parts for your batch system.

NOTE: If you drop the hardware coverage and your Batch System is

  - >5 years old the coverage CANNOT be reinstated.
  - <5 years old you CAN ONLY reinstate coverage with onsite certification by CAI support staff.

Discounts

If you maintain Priority support on your Batch System you are eligible for certain discounts, such as:

  - 33% training discount for your plant operators. This provides one free day of training as a part of registration for the standard 3-day COMMANDbatch training classes offered in our Birmingham Learning Center. This is available for your primary and one secondary plant operator or manager. The additional training days will be billed separately.
  - 10% discount on any parts required for batch system outside of their current coverage

If you maintain Priority or Software support on your Batch System you are eligible for certain discounts, such as:

  - Significant discounts to migrate to the COMMANDbatch product. CAI will provide software and hardware conversion paths in the future that will not require the purchase of a complete new system.
  - Volume breaks for multiple system coverage

24 | 7 | 365
ALWAYS ON

Location	Support Number
Argentina	0800 2664946
Australia	1 800 125114
Brazil	08008917656
Canada	877 402 6821
Chile	800646379
Columbia	01-800-5-1-81077
Ecuador	888-272-6629
Greece	00800 44302954
India	0008 0044 01695
Ireland	1800 818084
Italy	800 924683
Malaysia	1-800-88-0856
Mexico	001-888-272-6629
Netherlands	0800 0200932
New Zealand	0800 46 1670
Panama	001800 5072431
Peru	0800 54252
Saudi Arabia	800 844 2697
Spain	900811389
Switzerland	0800 56 4064
UAE	8000 4417409
United Kingdom	0800 783 7310
United States	1-800-624-1872
Venezuela	0800 1008668