Maintenance & service: We are here for you - 24h all 365 days of the year

The control room is the heart of your company. This is where information and operating data converge, processes are monitored, failures and malfunctions are identified, proactively managed and eliminated. JST's reliable technology is used to warrant continuous operations at this important hub within the company. To enable that your control room is continuously available in the precise scope that you want and need, we offer service-level agreements – perfectly adapted to the needs and requirements of your company. Variable and individually tailored to your requirements. You will receive suitable solutions that will support your market and competitive success.

+49 4161 54044-0

JST Services: Keep The Systems Running

Even the services that are included in the Basic package will be extremely beneficial to you. In most cases these basic services will be completely sufficient for the operation of your plant. If required, simply purchase additional service packages at any time.

Once you have purchased a service package, you will receive the JST Service Card. With this card we offer you priority processing.

REQUEST OFFER

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We are always there for you when you need us.

Let your control room team and your administrators benefit from quick know-how transfer over the phone. Many of your service requests can be solved directly via this hotline. This hotline is available for you as a **24/7/365 model** or as an **office model** (during office hours).

REQUEST OFFER

Always stay up to date

Stay up to date and update your software solutions from JST. Benefit from new functions and ensure the long-term stability of the systems. You can choose whether your administrators should install the updates and upgrades themselves or whether a JST technician should do this for you and perform a test run of the

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system.

ORDER SERVICE CARD

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Check of the entire system

With the maintenance package we check the entire system and replace certain wear parts before they can fail. Regular backups of the database systems are performed. Our technicians will regularly and personally advise your specialists on site on new hardware and software functions and provide them with tips and tricks. This ensures a continuous transfer of know-how.

REQUEST OFFER

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In case of emergency: System recovery

Does system downtime mean loss of time, trust and image for you? Maybe this could cause you to violate SLA/OLA agreements? You simply cannot afford offline time? We will support you with a jointly coordinated and predetermined system recovery time.

ORDER SERVICE CARD

+49 4161 54044-0

By remote – fast action

When the “Online” package is selected, JST can dial into your systems remotely in the event of a fault, achieving a remarkable initial fault resolution rate. Your administrators can monitor the process at any time and thus supplement your troubleshooting know-how. Tip: The ideal complement to the JST hotline service!

REQUEST OFFER

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Extend warranty

Extend the legal warranty! With this package you can extend the warranty of the system and thus have full cost control even after the statutory period.

EXTEND WARRANTY

+49 4161 54044-0

Training for hardware and software

To ensure correct handling of the hardware and software, we recommend a one-day training course. You can also book a training package for three days at a preferential price, which must be used within a period

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of three years at the latest. Thus, the operators will be trained at regular intervals, and new employees can be instructed on the technology.

REQUEST OFFER

What clients report about their experience with JST – Jungmann Systemtechnik®

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HARTING Pushing Performance

> **"JST has shown itself to be a competent partner. The entire execution of the project (consulting, conceptual design, implementation) was carried out excellently, quickly and to a high standard. Even the service offered by JST for ongoing operations responds immediately and effectively. Working with JST has always been very pleasant and professional."**

Detlev Kuhlmann
Project Manager

TO REFERENCES

Senvion SE

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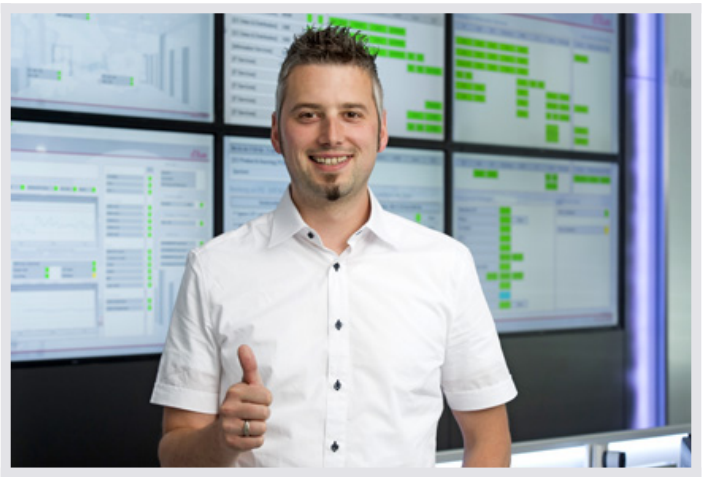
> **"We had a good feeling from the beginning. From the professional conception with 3D design to the redesign of the main office within only one week, everything went absolutely perfectly."**

Simon Hillmann
Team Leader

TO REFERENCES



> **"With the new control center we are optimally equipped for the future."**

Marius Förster
Manager of the operational IT-Department

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T · · Systems · · ·

> **"JST has successfully helped us build the GCC. From the operator's chair to the software for shortening the response time - everything from a single source".**

Klaus Schmid
Head of GCC

TO REFERENCES

otto group

> **They are where the threads of the control center project come together.**
> **Andreas Scollick / Klaus Steffen / Reinhold M. Segert (from left to right)**

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Project Management / Head of Data Center Management / Head of Control Center

TO REFERENCES

plusnet
Ein Unternehmen der QSC AG

Praises the committed and competent cooperation with the JST specialists.

Norbert Müller
Plusnet Project Manager

TO REFERENCES

CLIENTS REPORT

THE GREAT PRACTICAL BOOK OF CONTROL ROOMS

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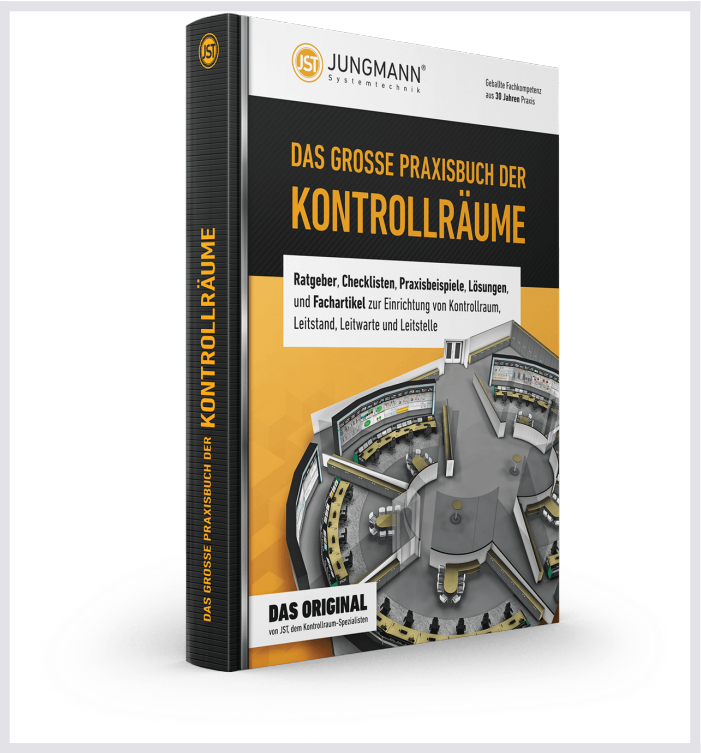

Guidebooks, checklists, practical examples, solutions and **technical articles** for the installation of control rooms, control stations and control centers

REQUEST FREE OF CHARGE

The great practical book of control rooms is free of charge for JST customers and interested parties.

Experience more at a planning workshop in Kontrollraum-Simulator

Having a vision of the future is good. Experience is better! Visit the control room simulator, unique in Europe, which combines state-of-the-art technology and the latest ergonomic know-how. The control room of the future. The **extraordinary**: Here you can touch everything and try it out for yourself.

MAKE AN APPOINTMENT

The tour of the control room simulator is **free of charge**.
We kindly request that you register and reserve your appointment.

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What would you like to do next?

I would like

- request the free control room practice manual
- a callback for a non-binding consultation
- visit the control room simulator in Buxtehude
- experience a digital 360° tour in a control room
- learn more about control rooms at the ko:mon congress

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