

# SMART Support by InstruLogic lets you **work smarter**, **manage resources smarter** and **budget smarter**.

## Work Smarter

With all the new challenges of managing your treatment operations, the last thing you need is another problem to solve. So let InstruLogic take Measurement & Control problems off your plate so you can focus on more pressing matters. That's **Working SMART!**



## Manage Resources Smarter

Many of our services are designed to **prevent problems before they impact your operations**. Done regularly, they increase system availability, extend system lifecycle, minimize service interruption and regulatory incidents. These are things that often get neglected in challenging times. Preventing problems is **Managing SMART!**

## Budget Smarter

SMART Support also puts you in control of your budget with a variety of service levels tailored to fit your needs.

- **On Demand** is our non-contract service option. All services are available at the prevailing service rate at time of request.
- The **Calibration Plus** agreement provides calibration services at a reduced rate and extends similarly reduced rates to other InstruLogic Services for the duration of the agreement. **Calibration plus** customers also benefit from guaranteed response times when requesting repair services.
- Our **Prime Service** agreement provides qualified customers with our lowest rates and best response times. Each agreement is customized to deliver the best value for your operations. In addition, Prime Customers enjoy flexible payment options.
- **Inflation protection** allows contract customers to lock-in pricing for the duration of the agreement.

Structuring service levels that meet your budgetary needs is **Budgeting Smart**.

# SMART Support by InstruLogic

## System Management Assures Reliable Treatment

### SMART Support Agreements

	Demand	Calibration +	Prime
<b>Calibration Services *</b>	\$1560/Day	\$1272/Day	\$1136/Day
<b>Response Time Guarantee</b>	N/A	3rd Day	Next Day
<b>Service Rates</b>	Prevailing Rates	7% off	15% off
<b>Inflation Protection</b>	N/A	<input checked="" type="checkbox"/> 1 Year	<input checked="" type="checkbox"/> 2 Years
<b>Payment Terms</b>	Net 30 Days	Flexible	Flexible

\* Representative pricing for comparison purposes only.

### SMART Support Menu

#### Preventative Care

- Software verification and Updates for SCADA, PLCs and Servers
- UPS Verification and battery Check
- Obsolete Components Review
- Verify system backup recovery functions
- Radio verification and statistics analysis
- Spare parts inventory review
- Software subscription management
- Coordination with Municipal IT Dept.

#### Repair Services

- System Recovery after failure
- Emergency Repairs
- Non-emergency Repairs

#### Cybersecurity Services

- Cyber security review
- Anti-virus validation and updates
- Firewall intrusion detection

#### Special Projects

- Design Services
- Instrumentation Services
- Design/build services
- PID Controls
- Process optimization
- HW Installation
- Panel Building
- SQL database services



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Engineering Services Provider

