

Callisto Customer Support

FIRST-CLASS SERVICE / COST-EFFECTIVE SOLUTIONS



A TRADITION OF EXCELLENCE

At DAQ Electronics, we have built our strong reputation on the quality of our customer service programs, from exceptional phone support to full assistance with user-specific software configurations. As an extension of our standard service, we offer a variety of support packages that allow our customers to leverage our renowned SCADA expertise to optimize the functionality and use of their Callisto equipment. The chart below outlines the content of each level of support available.

| | LEVEL 1 | LEVEL 2 | LEVEL 3 | LEVEL 4 | LEVEL 5 |
|--|-------------------------------|-------------------------------|----------------------------|-------------------------|-------------------------|
| SUPPORT | | | | | |
| On-line Certification (required for phone support) | \$375 (per student) | ● 4 students | ● 8 students | ● 12 students | ● unlimited students |
| Phone Support 9 - 5 EST (Monday - Friday) | ● | ● | ● | ● | ● |
| Phone Support 24/7 | Separate pricing available | Separate pricing available | Separate pricing available | ● | ● |
| Configuration Assistance | ● Next business day | ● 4-hour response | ● 4-hour response | ● 2-hour response | ● 2-hour response |
| Logic Development | Separate pricing available | Separate pricing available | ● Up to 4 hours | ● Up to 8 hours | ● Up to 16 hours |
| SOFTWARE | | | | | |
| Updates | ● | ● | ● | ● | ● |
| New Releases (beyond 1st year of coverage) | Separate pricing available | ● | ● | ● | ● |
| TRAINING | | | | | |
| On-Line (3 hour session, maximum 5 students/class) | \$500 (plus \$125/student) | \$500 (plus \$125/student) | ● 1 class included | ● 2 classes included | ● 4 classes included |
| | FREE | \$2,695 | \$4,795 | \$7,895 | \$12,995 |

Please note that standard phone support, software fixes, and integration assistance are not affected by the acceptance or rejection of the listed upgrade plans.



SUPPORT

On-Line Certification

This certification assures utilities that technical personnel working with their Callisto products have completed training on the basics of system connections and application configuration. The on-line training format enables students to complete the course on their own schedule, from their own computer. Upon completion, a certificate will be generated and the student will be added to a master list of registered certified users.

Phone Support 9 - 5 EST

All service levels receive standard phone support from our team of experienced help desk operators. However, we require that individuals complete the on-line certification program before contacting our offices. This ensures the quick resolution of technical issues.

Phone Support 24/7

The 24/7 phone coverage option is designed for customers that operate critical, real-time systems. Quality technical assistance is provided at all hours, every day of the week. A standard part of support levels 4 and 5, this premium service can also be included as an add-on for levels 1 through 3 at a price of \$2,995.

Configuration Assistance

Going beyond simple phone support, this service offers customers direct review of their SCADA configurations and assistance with modifications. Next day service is provided for level 1, with priority response times starting at level 2. Level 1 support can be upgraded to 4-hour response for \$1,495 or to 2-hour response for \$1,995.

Logic Development

This service is offered for applications requiring the use of PILOT logic and requires that a specification document be developed. A standard feature of support levels 3 through 5, this service is also available for levels 1 and 2 at a price of \$125 per hour.

SOFTWARE

Updates

Software updates that fix identified problems are provided for all support levels.

New releases

New releases of the CallistoView RTU configuration package are provided for free during the first year of service. Levels 2 through 5 offer updates over the lifetime of your Callisto equipment.

TRAINING

This service provides one-on-one training without the need for students to travel to our location. Students are guided through an on-line training session covering system drawings and software screens, with questions answered in real-time.

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Staffed with highly-trained SCADA specialists, our technical support team helps customers optimize the performance of their Callisto products.



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