MAINTENANCE

The Tecsidel Maintenance Service allows maintenance activities to be carried out on the equipment and systems of the toll installations and ITS (road equipment, servers and applications), providing three kinds of maintenance: corrective, preventive and predictive.

ADVANTAGES

- Integral support to the system.
- Availability of technical teams with different profiles and levels.
- Streamlining the handling of problems.
- Lengthens the useful life of the system.
- More economic evolutions.
- Real-time monitoring of the system installations.

24/7 helpdesk and problem resolution

The 24/7 remote support is ideal for technical consultations and incidents that may arise during the operating of the system. It also offers support to resolving events produced by an incident in the supported operational and technical processes.

For this service, all that is required is a remote connection to the client's servers to make the diagnosis in the software and resolve it.

Preventive hardware maintenance

The technical and systematic follow-up has the aim of maintaining the functioning and cleaning of the parts, pieces, materials and components of the system allowing an early diagnosis of faults that could cause an interruption in the operation of the surrounding systems. The actions of the technical teams are programmed and follow a planning in keeping with the physical conditions of the equipment located in the concessionaire.

Tecsidel also has TMMS+ applications for maintenance aimed at facilitating the management and control of the equipment to manage all the assets belonging to the concession.

Preventive software, database and communication maintenance

Remote preventative maintenance aims to detect potential incidents before they happen and affect the operations of the system, with the aim of increasing the availability and quality of the system and of the services provided. Preventative software maintenance is carried out periodically and can be done without interrupting the functioning of the system.

Among the processes included in the maintenance routine, there is also a control on the growth of databases, verification and analysis of requests, reconfiguration of parameters, and analysis of logs.

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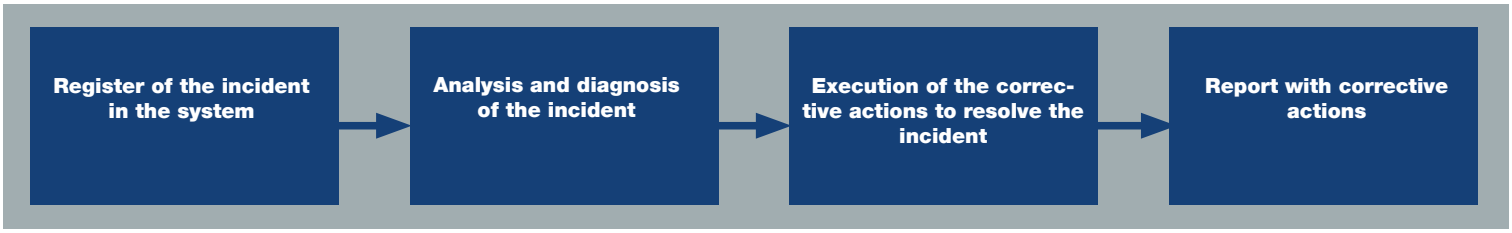
Diagnostic-corrective hardware maintenance

This consists of the remote technical analysis of hardware, with the aim of identifying the cause of a determined anomaly in the operation of the equipment. Tecsidel offers a factory guarantee on the equipment supplied and its technical staff will be responsible for replacing and substituting broken down equipment.

Diagnostic-corrective software maintenance

The remote corrective maintenance of software covers work to resolve events detected during the operation of the system. The corrective interventions are generally activated based on incident warnings communicated by the client or detected by the Tecsidel team assigned to carry out the preventive and diagnostic maintenance. Corrective maintenance includes the following list of operations to be carried out for each incident:



On-site maintenance

Optionally, the client may include this service in the system maintenance. It consists of offering preventative and corrective maintenance services with the on-site presence of a specialist technician. The advantages are:

- The presence of a specialist member of Tecsidel staff who will receive the incidents from the users of the system and will carry out the relevant diagnosis.
- Solving physical and logistic incidents *in situ.*
- Attention to the questions and doubts that arise in the area of the use of the system installed, as well as the configuration of the tool.
- Interface between the team of the concession and the Tecsidel technical team.

Evolutionary maintenance

This consists of work to introduce new software functions in the system that allows it to adapt to the needs of the client. This is remote maintenance based on an annual pack of hours.