TechCover Quality Critical

Software service level agreement

Atlas Copco

Protect your software and your production

TechCover Quality Critical is Atlas Copco's essential service level agreement for your software needs. It ensures reliable support and effective solutions to maintain your software's functionality, enhancing operational efficiency and system stability.

What we provide

- Remote support with up to 2-hours response time, Monday to Friday, from 8am to 5pm
- TechCover portal with contract details, ticketing system, and software release notes

- Access to online product training around latest functionalities and product usage
- Access to latest software releases, critical security updates, software compatibility

Reliable service support

- Prompt and effective solutions for your challenges
- Transparency of software tickets and resolution

Up-to-date security features

- Access to critical upgrades and updates
- Software compatibility management

Right from the start

EasyStart

Improve the value and productivity of your tools and software. Our installation services guarantee quality right from the start. EasyStart includes calibration, operator training, and line audit.

Take care of your tools

ToolCover Uptime

Ensure comprehensive maintenance coverage for your physical tools and software systems. Our modular offering is customizable to meet your needs, providing maximum compatibility, uptime, and overall value to your operations.

Focus on performance

Training

Unlock the full potential of your operations with our training programs. Our experts in tightening technique and advanced joining solutions will empower you to enhance your processes and boost your performance.

We are the service partner for all Atlas Copco assembly technologies:

Tightening

Self-pierce riveting

Dispensing

Flow-drill fastening

Visit atlascopco.com/service

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