Services | AUTOMATIONWORX Competence Center

Competence in solutions
Regardless of your immediate task or the reason for which you are looking for a technology solution, and no matter which products you want to use: Our specialists at the AUTOMATIONWORX Competence Center will be at your disposal to answer any questions that you may have.

Our flexible service concept allows an application at all conceivable levels.
Taking into account the particular requirements of various industries, our skilled professionals have comprehensive technological knowledge about the entire AUTOMATIONWORX product range. Our service portfolio is based on the phases of a typical project, starting from the initial system planning right up to retrofitting.
Regardless of whether you are looking for an industry-specific solution, for help in a certain project phase or for support with a particular technology: We have extensive experience in and in-depth knowledge of all these fields. We always have the right solution for you!

Classified and customized services
As a member of ZVEI, Phoenix Contact has classified all its services. All project-related, application-specific or system-related services can be found in one of the seven classes. Phoenix Contact’s adherence to the agreed regulations helps to increase the economic viability and availability of your machines and systems.

Refer to the table on page 12 for the allocation of a particular class to our services.

Visit www.zvei.org/automation for more information on the classification of services.

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## Competence in technology

### PROFINET & INTERBUS

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### Ethernet

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#### Engineering

- **Project Engineering**: 4, 5
- **System Retrofit & Upgrade**: 4, 5

#### Service

- **Hotline**: 2
- **Local Service**: 2
- **Startup Support**: 2
- **System Check**: 3
- **Service Contracts**: 4

#### Training & Workshop

- **Instruction & Profiworkshop**: 2, 3, 4
- **PROFINET Configuration & Startup**: 4
- **Certified PROFINET Engineer**: 4
- **Certified PROFINET Installer**: 4

#### PROFINET

To be able to offer you services for the complete lifecycle of your PROFINET solution, Phoenix Contact, Phoenix Testlab and KW Software have combined their know-how in the PUO-accredited PROFINET Competence Center. This makes it possible for us to support the development of individual components, starting from their use in applications to the modernization of systems.

#### Ethernet

We already support you during the stage of Ethernet planning and configuration. This ensures compliance with the project planning guidelines and rules out the possibility of avoidable errors right at the beginning. We determine the expected network capacity in order to plan the network topology. Redundancy concepts provide the necessary level of safety for your network. A security solution which is integrated into your application and adapted to it prevents undesired access.

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* Visit www.zvei.org/automation for more information on the classification of services.

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Many of our services are available worldwide. You can contact your sales company for more information.

For more detailed information about these and other services, visit our service website (www.service.phoenixcontact.com) or see the online catalog (www.phoenixcontact.net/eshop).
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**Wireless**

Our first step will be to help you make the right choice of wireless technology and products. Be it Bluetooth or wireless LAN, transparent Ethernet protocols or quick I/O signal exchange – we provide a reliable wireless solution which is optimally customized for your application.

After a free pre-analysis, we measure the radio field of your system. Our startup support, which includes system testing, ensures a smooth production start.

**Control technology**

Our PC WORX starter course introduces you to the PC WORX configuration and programming software.

We will be at your disposal 24x7 through the 24h hotline to answer any special queries that you may have, e.g. in case of error messages during startup and operation.

We simplify the communication between I/O components and controllers by providing standard function blocks and industry-specific libraries.

**Safety**

Very specific technical know-how is required for the implementation of safety-related applications. As the machine and system manufacture you must consider the safety requirements for man, machine and environment in compliance with the relevant standards.

Our safety expert team develops and supports a concept that is individually adapted to your requirements during the entire lifecycle of your safety-related application.
Competence in industries

Based on the extensive industrial experience that we have accumulated in the past decades in numerous projects, we can implement solutions seamlessly, quickly and simply for your specific application.

Whether you are at home in the automotive industry, are an environmental technology expert or automate buildings, whether you plan and build high-quality machines for the world market or are a specialist for handling and transportation systems – we will support your application, practically and worldwide.

Our industry-specific automation solutions offer a reliable foundation for the complete lifecycle of your system – economically viable and future-oriented.
Competence in projects

We will guide you through the entire lifecycle of your system - from the initial conceptualization through implementation and optimization. It is up to you to decide how you would like to make use of our comprehensive knowledge.

Take a look at our road map and decide where you want to start, switch or stop. Depending on your project phase and situation, you can decide whether you want to make use of the know-how of an engineering specialist during the planning, configuration and modernization phases, or whether you want assistance from a service team specialist during installation, startup and operation or whether you need to consult a hotline specialist.

You can naturally also qualify your own employees through training & workshops. The extensive practical experience of our trainers will ensure the necessary reference to your application during these sessions.

Engineering

Contact us right in the first phase of planning and configuration and profit from our technological know-how paired with extensive experience.

After we have solved your requirement, we will present to you a sophisticated hardware and software-based technical concept. We help you program applications based on tried and tested software blocks (e.g., PC WORX and high-level language). We provide on-site support in the vital startup phase to help you execute your plan up to the very last detail.

Your system is operating but does not have the latest technology? If the answer is yes, then you can simply extend the lifecycle with a retrofit. With a moderate investment in modernization, you will achieve increased system availability as well as simplified and inexpensive maintenance.

Service

Concentrated know-how, longstanding practical experience and maximum flexibility distinguish the service team of the AUTOMATIONWORX Competence Center.

A competent contact person will be available to you round the clock and on all days of the year through our hotline. You can also reserve a specialist hotline exclusively for yourself. This ensures optimum action in situations where quick handling is absolutely essential, e.g. during the startup of new systems. You can directly reach your personal contact person, who already has the necessary system information provided by you, through a separate telephone number.

System checks and service contracts are preventive measures that ensure maximum system availability.

Training & workshops

Since our qualification concept is divided into many levels, we can tailor your training package according to your individual requirements.

We offer a scheduled training program for system basics on the latest technologies at different locations in Germany.

For individual training courses, we coordinate the contents, time and the location of the training with you according to your requirements. It can be, for example, an industry-specific software training course.

We also provide on-site instructions and workshops for small groups in case you require project-oriented specific knowledge.