

TechCover Production Critical

Software service level agreement

Atlas Copco



Protect your software and your production

TechCover Production Critical is Atlas Copco's complete service level agreement for all your software needs. Benefit from fast response times, personalized application assistance, and proactive monitoring software, ensuring peak performance, productivity, and system uptime.

What we provide

- Remote support with up to 30 minutes response time, 24/5
- 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
- Health Check Monitoring and remote diagnostics for proactive issue resolution
- Process change management, application and configuration support



Reliable service support

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



Proactive software monitoring

- Automatic problem detection and resolution system
- Nonstop professional assistance



Up-to-date security features

- Access to critical upgrades and updates
- Software compatibility management

Best if combined with

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

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 atlas-copco.com/service

Atlas Copco

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