PcVue
SUPPORT SERVICES

OUR SUPPORT SERVICE

From concept to completion, our engineers are with you every step of the way.

With full mastery of PcVue platform, our experts - available across all our international offices - bring you the skills and insight essential to the success of your projects.

Whether during the design phase or on-site implementation, they ensure seamless execution.

Backed by 40 years of SCADA expertise, ARC Informatique goes beyond product training to deliver end-to-end support, helping you turn your vision into reality.

Take advantage of our expertise for the success of your projects!

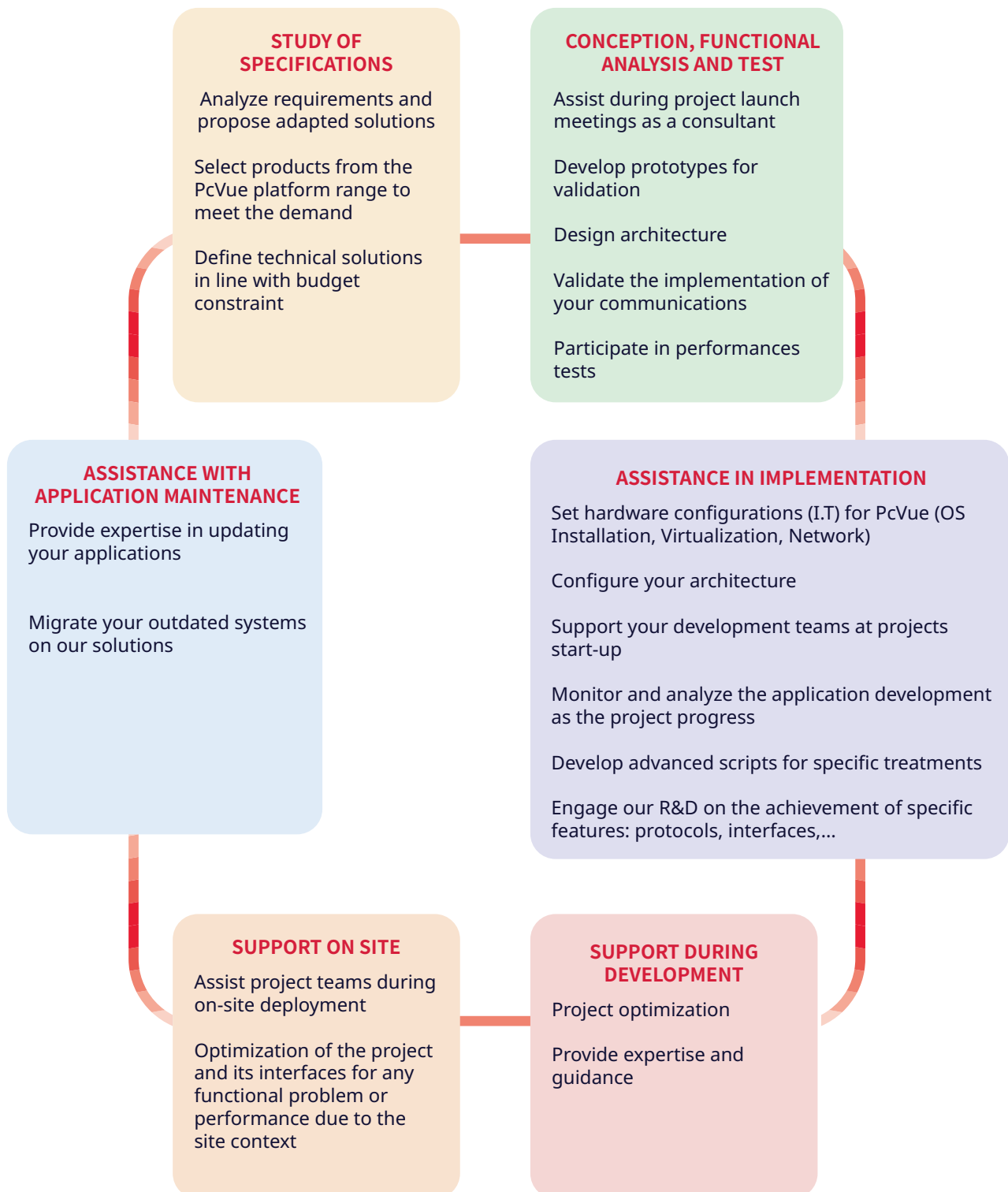## A PARTNERSHIP COMMITMENT

The implementation of a project often involves random or unplanned aspects. Because of our teams' expertise but also the proximity of our R&D department, we have all the necessary means to help you achieve your goals.

We provide guidance throughout your Projects' Life Cycle

From analysis of the specification to commissioning on-site, our engineers are at your side!

ARC Informatique can assist you for the realization of
your project for the following phases

STUDY OF SPECIFICATIONS

Analyze requirements and propose adapted solutions

Select products from the PcVue platform range to meet the demand

Define technical solutions in line with budget constraint

CONCEPTION, FUNCTIONAL ANALYSIS AND TEST

Assist during project launch meetings as a consultant

Develop prototypes for validation

Design architecture

Validate the implementation of your communications

Participate in performances tests

ASSISTANCE WITH APPLICATION MAINTENANCE

Provide expertise in updating your applications

Migrate your outdated systems on our solutions

ASSISTANCE IN IMPLEMENTATION

Set hardware configurations (I.T) for PcVue (OS Installation, Virtualization, Network)

Configure your architecture

Support your development teams at projects start-up

Monitor and analyze the application development as the project progress

Develop advanced scripts for specific treatments

Engage our R&D on the achievement of specific features: protocols, interfaces,...

SUPPORT ON SITE

Assist project teams during on-site deployment

Optimization of the project and its interfaces for any functional problem or performance due to the site context

SUPPORT DURING DEVELOPMENT

Project optimization

Provide expertise and guidance

To request a custom quote, contact us at +33 1 41 14 36 00 or via email : arcnews@arcinfo.com

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ARC Informatique is ISO 9001,
ISO 14001 and 27001 certified