



Service and Support
Responsive expertise,
delivering complete confidence.

Delivering transformation through innovation,
to enhance the future of industry.

iti
Group

ITI Group is a technology partner to UK national infrastructure. We advance safe, secure and sustainable operations through the innovative use of technology.

At the heart of ITI Group is a complete commitment to innovation and transformation. Our people are practical, insightful and dynamic with a personal approach.

We act responsibly, focus on safety, work with integrity at all times and deliver excellence through experience, know-how and collaboration.

A history of supporting clients to enhance their future.

Since 1972, we have developed and integrated innovative digital operations and safety and control systems that advance the management and security of facilities that are deemed critical to the UK's future. We are trusted by operators across nuclear, oil and gas, renewables, transmission and distribution, and defence; where robust safety systems are crucial, and where reliable data-driven operations are transforming industry.

To ensure your assets continue to support your operations, we're here to support you. We have a proven track record of providing support solutions that minimise risk, increase confidence, and extend the lifespan of your assets.

We aim to be partners in your success. We strive to continuously exceed customers' expectations and to ensure that we're fully effective in what we do, and that you're fully supported to maximise the safety and efficiency of your operations, 24 hours a day, 365 days a year.

A collaborative approach, protecting your success



Strong relationships, strong support.

Our collaborative approach ensures that we offer the strongest support available to any company that chooses to work with us.

We work across a range of sectors with most of the major owners, operators and contractors throughout the supply chain, building long-term relationships with all our clients.

Working closely with customers, government agencies and regulators we're helping to reduce carbon emissions and support the work towards carbon neutrality.

By upgrading systems and providing cost-effective enhancements to client operations, we improve safety, add new functionality, increase production efficiency, and reduce operational expenditure, ultimately extending the viable life of your assets.



Our people are innovative, experienced and hard working.

Our people are committed to working hard on your behalf, developing knowledge of your operations, and building trust. They know national infrastructure, and what it takes to make it fit for the future. They go to great lengths to fully understand your process and operational requirements, in order to deliver and maintain the systems that protect them.

They bring thought leadership, advice and guidance on ways to improve your existing architecture, to drive safety and efficiency.



Why choose us?

We understand the importance of peace of mind. So whenever you need us, we're here for you. A support agreement with us gives you access to our dedicated Service Hub, and the technical expertise of our expert engineers with the assurance that your infrastructure is being proactively maintained.



We're responsible, collaborative and effective.

We collaborate closely, to identify what can be done to minimise risk and make you more operationally efficient; saving you time and money.

Whether your solution was installed by us and you want the assurance that it will continue to operate to its full potential, or you're looking for an experienced partner who can provide the same level of dedication and expertise to your legacy systems, our vendor-neutral approach gives you the benefit of engineers with the experience of working with hardware and software from the world's most widely utilised automation manufacturers.

This means you will always benefit from reliable, independent advice on how to resolve technical issues and ensure the safety and security of your operations now, and into the future.

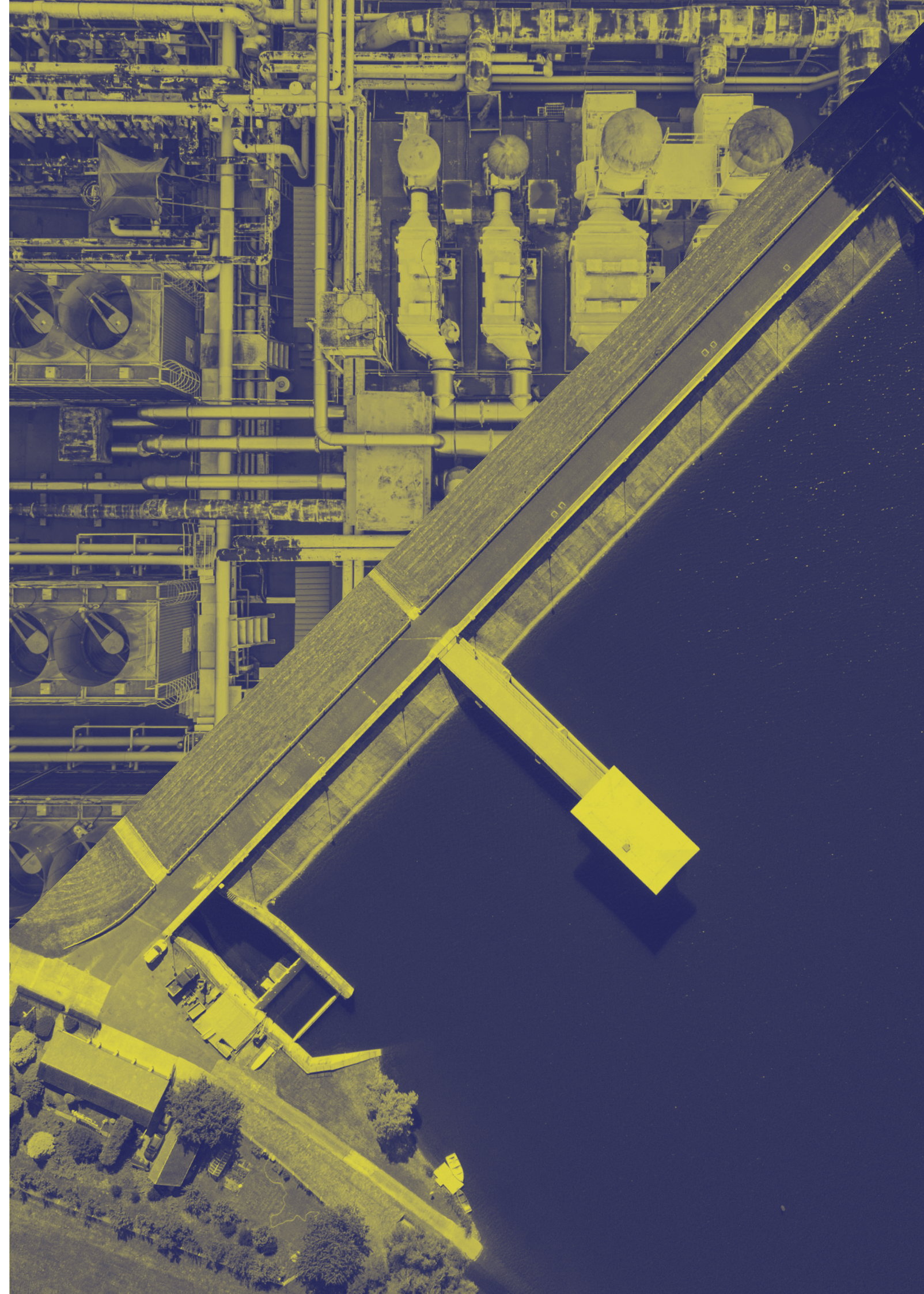


Enhancing safety and viability, protecting people and profit.

With a commitment to delivering excellence, we apply our experience of solving complex challenges and protecting assets in highly regulated industries. We have the experience and creativity to help you understand what is possible, and can offer the support to help you achieve, and maintain, it.

Our support helps our clients to maximise economic recovery, extend asset life, and reduce OPEX.

The impact of our service solutions extends far beyond your bottom line, because we understand the critical focus on ensuring safety and security.



Service Hub

Total support and dedicated expertise, in one place.

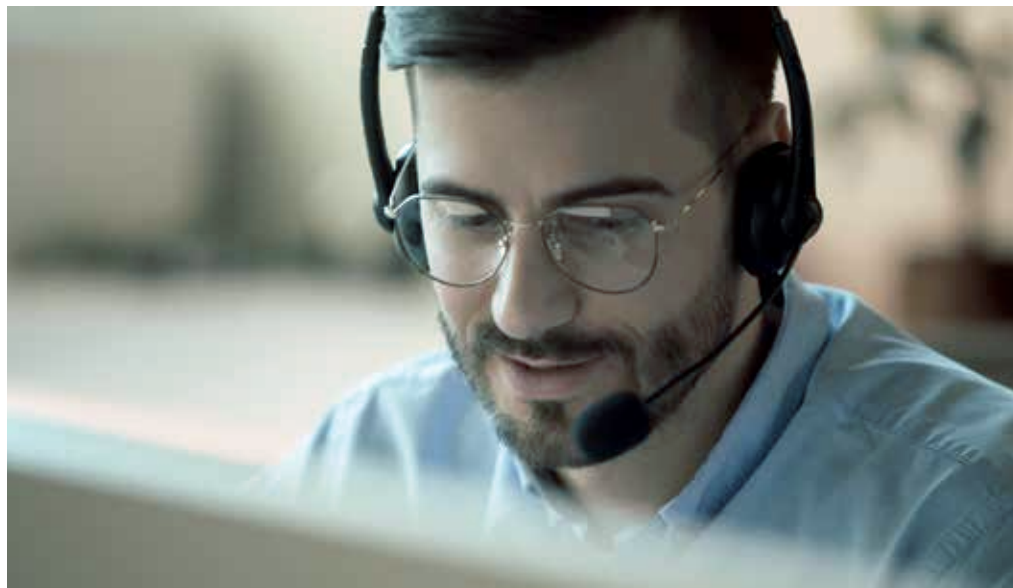
Our Service Hub is your dedicated support centre, giving you direct access to assistance and resolution of problems 24 hours a day, 365 days a year.

Our call-handling engineers are primed to deliver the tailored support that your operations need. Our robust escalation processes ensure that your call is routed through to someone who is knowledgeable about your system and infrastructure, and will resolve your issue.

When issues arise they are tracked and monitored with progress clearly communicated to you. Our focus on issue management and resolution by our trained and experienced teams, frees your resource to focus on maintaining operational integrity and continuity.

We are proud of our ability to provide consistent, resilient Support Services that deliver assurance to the most vital systems and infrastructure in the UK.

We deliver peace of mind, and the expertise you rely on to enhance the safety, functionality and efficiency of your operations.



We deliver robust remote support.

99.9% of Digital Operations system related calls to our Service Hub are resolved via telephone support and remote access.

No matter where you are, we're ready to respond, the instant you need us. We have a proven track record of providing our clients with swift, effective support. Our expert engineers can talk your teams through what's needed to get your systems back online.

And when you invest in a digital transformation plan with ITI Group, you will benefit from joined up thinking and joined up solutions. Meaning we can securely monitor, protect and restore your systems remotely, ensuring that your teams get back online without delay, or loss to your data and operational efficiency.

We're agile, responsive and ready.

When you partner with us, the sharp minds and innovative thinking of our expert engineers is available to you in one quick call, when you need us most.

Over 90% of Safety & Control system related calls to our Service Hub are resolved through telephone support.

But sometimes, where hardware and physical assets are involved, you need someone on site, in person. Where mobilisation to site is required, our on-call engineers are on standby from our strategic geographical bases around the UK, to be there for you 24 hours a day.

We're ready to deliver on a local level and national scale, and are proud of our capability to provide reliable and continuous services, and seamless industry-wide support.

Our support, your benefits



Tailored solutions

Beyond our Core Service, we can deliver tailored support to fit the exact needs of your business, delivered by people who know your operations and infrastructure.



Cross-Vendor Product Support

Access to our extensive cross-vendor product support means your engineers don't have to be experts in every manufacturer's product range.



Spares Management

Better economies of scale can be gained through spares management and a proactive replacement programme.



Reduced Down Time

Our clients have saved millions of pounds, through prevention of system downtime.



Operational Efficiency

More predictable OPEX costs and increased operational efficiency can be achieved with planned maintenance schemes.



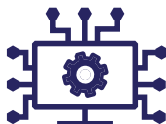
Reduced Risk

We can help you improve safety and reduce risk from critical system failure.



Increased System Security

Achieve increased system security through access to cyber and information security experts.



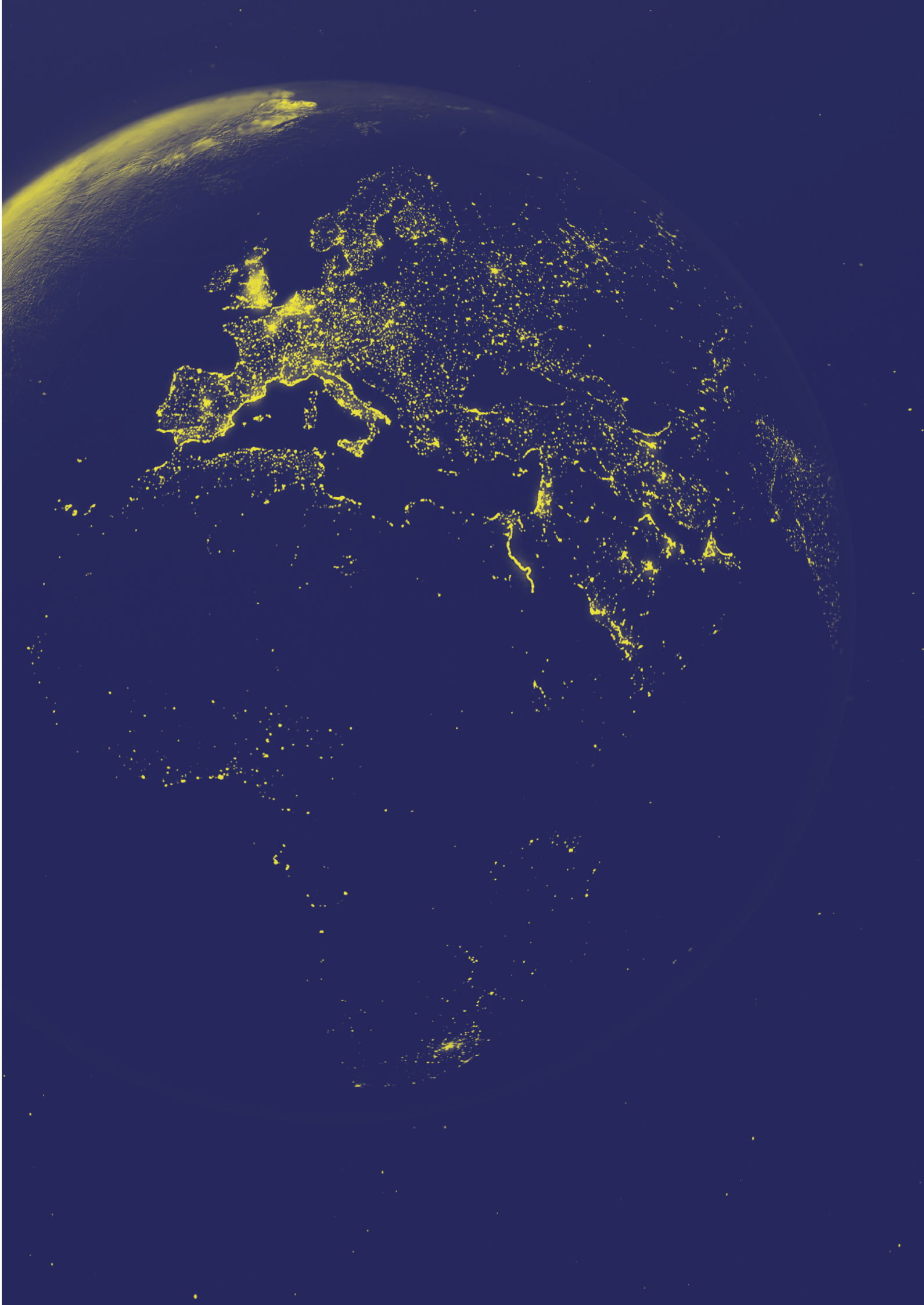
Migration Planning

Reduce your exposure to obsolescence-based risks through our effective migration planning.



Extended Asset Life

We can help you extend asset life, reliability and commercial viability.



Obsolescence Management

Avoiding obsolescence, engineering opportunity.

Advances in automation, digital operations and software capability are revolutionising the performance and capability of forward-thinking operators in critical industry.

Operators who fail to act, will be left behind. If their legacy systems are unreliable, they run the risk of costly downtime. Running lucrative assets on sub-optimal systems will take a toll on your efficiency, productivity, and ultimately on your bottom line.

Less downtime, more efficiency

We can ensure seamless upgrades to the latest market-leading technology, and integration with existing legacy infrastructure; all while minimising implementation time and costs, and reducing downtime.

If you've identified a need to replace systems, but can't take action because of the cost of ensuring productive uptime, our proven, seamless migration technology will reduce project implementation time and minimise downtime.

Cost-effective futureproofing

Obsolescence management rarely requires a full-facility upgrade. Instead, our progressive and sustainable approach saves our customers time and money, by integrating new technology into existing infrastructure.

Our approach to maximising your operations

Our first objective is always to clearly define scope and goals beyond simply replacing obsolete equipment.

We can ensure value for money and secure business continuity, with a technical evaluation and comparison of your business investment options, to identify an optimum investment approach to strategic obsolescence management.

We're ready to help you tackle the challenges of obsolescence management

Our thorough, systematic and strategic approach to obsolescence management projects includes:

- Obsolescence reports with pre-defined scope to ensure requirements determined at the outset are met.
- Current system status and system support plan assessment.
- Comprehensive documentation.
- Asset inventory surveys and database establishment.
- Identification of critical equipment for maintaining system availability.
- Systematic identification and recording of potentially affected systems and components.
- Evaluation of potential risks and impacts of system obsolescence on the business.
- Development of relevant system obsolescence management processes to mitigate business impact.
- Risk analysis for each piece of equipment.
- Prioritisation and proposal of alternate equipment including redesign concepts.
- System design reviews.
- Prototype system build, factory test and simulation.
- Live installation with hot-swap once new system proven.
- Ongoing review, support and maintenance.

Service Packages and Options

We deliver more.

With every Core Service Support package, you get access to our Service Hub which allows you to speak directly to expert engineers who understand your operations, are familiar with your infrastructure and will deliver a resolution to any issues; keeping you safe and operational, at all times.

Your service package, your way.

We will work closely with you to tailor a support package to your specific needs; connecting your team to engineers with a deep understanding of exactly what you do, how you operate, and how your work can be optimised.

Via a bespoke onboarding process, we will tailor your service package to ensure that it provides the optimal support for your operations. This may include any or all of the following, or a completely bespoke service, if that's what suits your needs and goals.

- 24/7/365 enhancement to service hours
- Enhanced service reporting
- Routine maintenance
- Spares, capacity and obsolescence management
- Information and cyber security reviews
- System audits and reviews
- Immediate mobilisation to site
- Assured response times, to your specification
- Regular software upgrades for Digital Operations
- Daily routine checks
- Weekly routine checks
- Proactive monitoring and automated alerting
- Critical system monitoring



We advance safe, secure and sustainable national infrastructure through the innovative use of technology.

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