

Datasheet: Software Applications Support

Introduction

KELTON recognise that support is critical for any specialised software to be successful on installation and thereafter in its application.

This document details the software support services provided by KELTON, recognising the need for front line support for users of the KELTON MeterManager™.

The service includes:

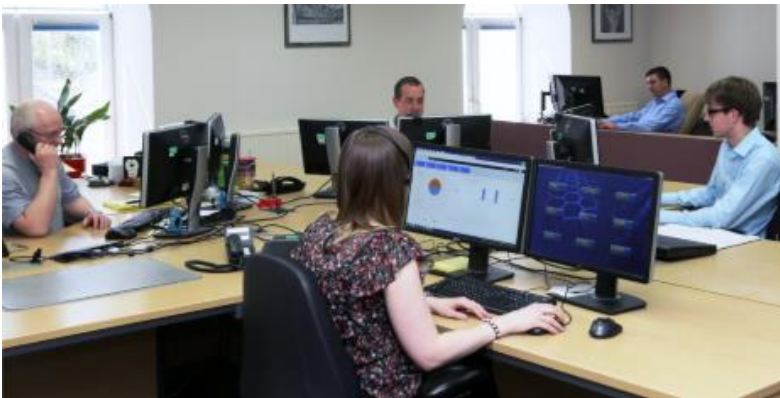
- Provision of maintenance revisions without charge
- Telephone support during normal working hours

The KELTON experience has shown that this support has been invaluable to end-users, particularly on sites where several people operate the software. With this support KELTON can quickly identify the real problem areas, define the required changes to the software or configuration and have the user 'up and running' as quickly as possible.

Site Support

KELTON MeterManager is a database holding a large amount of information. Good system housekeeping will ensure that the programme operates at its optimum efficiency. As part of this service KELTON will:

- Visit each site once per year (or at an agreed frequency)
- Make back-ups of the KELTON MeterManager applications being used
- Review and change the programme configurations as necessary
- Archive/delete old files
- Discuss the use of the applications with the personnel
- Provide advice on use and improvements
- Ensure that the configured KELTON MeterManager forms match on-site calibration procedures.



About KELTON™

Fully accredited, KELTON is the leading independent measurement consultancy and software developer for the oil and gas industry. For well over two decades, KELTON has helped many international and national operators to ensure their full compliance with industry regulations. Whether clients require inspection, auditing or certification as part of System Compliance, uncertainty calculations for System Assurance or System Support – in KELTON they find a partner they can trust.

Services include:

- System Compliance
 - Inspection
 - Audit
 - Certification
- System Assurance
 - Design uncertainty
 - Modelling uncertainty
 - System uncertainty
- System Support
 - Manual/guidelines
 - Procedure generation
 - Educational
- Measurement Software
 - Desktop applications
 - Database applications
 - Pipeline applications

KELTON encompasses ISO/EN 9001 & 14001, BS/OHSAS 1800 and UKAS type 'C' Accreditation, is Microsoft Certified and is recognised as an Investor in People. Support is available from three strategic locations; UK, Qatar and Abu Dhabi.

If additional information is required visit:

www.kelton.co.uk

