

# SIDAT

AUTOMATION —  
— INFORMATICS

## CUSTOMER CARE

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COMPREHENSIVE AUTOMATION

PRODUCTION INFORMATICS

INTEGRATION PROJECTS  
AND INDUSTRY 4.0

CUSTOMER CARE

**SIDAT spol. s r.o. (Ltd.)** was established in the spring of 1990. To this day, it is fully owned by Czech nationals. **In 2020**, the company commemorates **30 years of its existence**. It employs almost 100 people and reaches a turnover of a quarter billion Czech crowns.

Over the past **3 decades**, we automated processes and supplied informatics projects for production technologies exceeding **CZK 30 billion** in the Czech Republic alone. Today we have **300 current customers** and the total number of implemented projects **exceeds 3,000**.

Many of these projects represent top achievements in terms of the desired effects, scope or speed of implementation and represent **the best in the given field**, even at the **international level**.

Branches in **Prague** and **Brno** currently provide services and deliveries in four main areas, which are mutually interconnected:

## COMPREHENSIVE AUTOMATION

## PRODUCTION INFORMATICS

## INTEGRATION PROJECTS AND INDUSTRY 4.0

## CUSTOMER CARE

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**In connection with implementation of Comprehensive automation and Production informatics projects and in concurrence of the Integration projects preparation (such projects might be considered as Industry 4.0 prerequisite) we offer to our customers a versatile support.**

This versatile support comprises the following four types of services:

- ▶ **supplies of computer HW and standardized SW**, electrical systems and field instrumentation components, including spare parts – using our own warehouse and e-shop
- ▶ **24/7 complex service** during warranty and after-sale periods
- ▶ **training** of the systems designers and automated technology operational staff
- ▶ advisory and consulting

The services mentioned above are provided by company's specialized departments with our highly qualified colleagues who have a long-term experience in respective areas.

The following text describes our CUSTOMER CARE programme more in detail.

**To complete the idea of how wide and professionally demanding the range of these service is, we recommend to get yourself acquainted with following brochures:**

- ▶ **SIDAT COMPREHENSIVE AUTOMATION**
- ▶ **SIDAT PRODUCTION INFORMATICS**
- ▶ **SIDAT INTEGRATION PROJECTS AND INDUSTRY 4.0**
- ▶ **SIDAT DIGITAL COMPANY PROFILE**

## HW SUPPLY

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**Under this title the customers will find a set of sale and technical services of our Sales and Delivery division. These mainly concern the following supplies:**

- ▶ PLCs
- ▶ programmable and visualization systems
- ▶ components and systems for industrial communication
- ▶ standardized SW
- ▶ electrical and installation components and systems
- ▶ convertors and drives
- ▶ field instrumentation components
- ▶ pneumatic components
- ▶ spare-parts

Implementation of such a wide spectrum of components and systems requires a profound knowledge of their operating parameters. SIDAT has been in its history preferentially dealing with Siemens products, however these cannot be, seen from the point of view of customer satisfaction, applied in all cases. The reasons might be e. g. customer preference, his infrastructure or price.

During the long-term automation practice we have thus mastered the know-how connected with the alternative use of elements and systems provided by other known producers. Today, such a multi-professional orientation enables us to concentrate ourselves on solutions with attractive price/performance rates, with short completion times and high added values.

Since the beginning of 2 000 our own warehouse and e-shop have been in operation. It currently has more than 10 000 items available online. The warehouse represents also a unique background for spare-parts instant delivery.

## SUPPLY OF COMPONENTS AND SYSTEMS

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**Components and systems coming into question from individual producers that may be the subject of SIDAT deliveries:**

**PLC** – Siemens, Eaton Elektrotechnika, Schneider Electric, OMRON, Allen Bradley, Mitsubishi, Unitronics

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**Programmable and visualization systems** – Siemens, InTouch, Control Panel, RS View, OMRON, Eaton Elektrotechnika

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**Components and systems for industrial communication** – Siemens

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**Electrical and installation elements and systems** – Siemens, Schneider Electric, Allen Bradley, EATON Elektrotechnika, OMRON, OEZ, PILZ, Phoenix Contact, SICK, Ifm electronic, TURCK, Weidmüller

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**Convertors and drives** – Siemens, DANFOSS, Allen Bradley, Lenze, Schneider Electric, EATON Elektrotechnika, OMRON, Mitsubishi,

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**Field instrumentation components** – Siemens, TURCK, Emerson Process Management, LEVEL Instruments, Endress+Hausser, Balluff, OMRON, JSP

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**Pneumatic components** – FESTO, SMC

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**Clips** – Weidmüller, Phoenix Contact, WAGO, WIELAND

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**The delivery and supported implementation of such a wide spectrum of items shifted SIDAT within recent years among the most significant suppliers of components and systems for industrial automation in the Czech Republic.**

## COMPLEX SERVICE 24/7

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### **The technical support for Complex service 24/7 is being provided by our Service centre.**

Its goal is to provide for our customers the maximum possible level of operational usability of their automated production technologies and thus, contribute to the reduction of loss times arising from idle- and downtimes (discontinuations).

The service is based on a principle of active approach. Compared to the previous methods, where failures in an automated technology were identified, localized, diagnosed and remedied in time, today we can largely predict occurrence of failures in such technologies (for more details see the *SIDAT PRODUCTION INFORMATICS* brochure).

The Service Centre renders a set of interventions and supplies, namely three levels of the engineering actions (basic, application and product), spare-parts supplies and various forms of qualification trainings focused on the operational and maintenance staff as well as on the production management personnel.

The individual service from the complete set we can perform on the basis of:

- ▶ delivery contract (in the warranty period)
- ▶ service contract (arranged in cases of the after-sale periods)
- ▶ ad hoc agreement in break-down, emergency or working critical cases.

## COMPLEX SERVICE 24/7 MORE IN DETAIL

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### **Basic level service**

It is built on the interaction of Service Center employees with the user's trained staff and their remote support in the field of fault diagnosis.

### **Application service level**

Is based on a remote access to the application in combination with the Service centre staff member dispatch. This comes into question when the failure removal is not possible by the remote access means. *(To the application service level also include the change request interventions).*

### **Product service level**

This level covers the solution of those cases where the failure is caused by the third party product malfunction. *(In order to secure the most professional and quick solution in these cases, SIDAT has special agreements with the product providers).*

### **Spare-parts supply**

For the service interventions needed spare-parts are usually supplied from our own warehouse. Thanks to our effective connections to many manufacturers, we can also provide components that are not in stock within 24 hours.

### **Training and qualification courses**

This level is mainly focused on the transfer of knowledge and skills to the customers personnel, which is intended to take part in the interaction with the Service centre staff or, eventually, to carry out the selected service actions independently.

# TRAINING AND QUALIFICATION COURSES

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**In order to increase the “automation literacy” of the workers involved in design, implementation and operation of automated production technologies we established the Training Center in 1994. Since 1995, this Center has run courses and trainings focused on Siemens automation technology and had authorization of this company.**

Since then, during roughly 25 years, more than 4600 graduates from Czech production companies, engineering offices and other institutions have successfully completed the training. They altogether appreciate, that despite of the tutorial usage of the Siemens systems and components, the substance explanation and skills training are performed as equipment independent and the acquired knowledge therefore has a universal use.

## **The Training centre at the time being offers:**

- ▶ Standardized courses
- ▶ Specialised courses and training
- ▶ Workshops on demand either in the centre facility or at the customer

Training, courses and workshops are guided by our experienced teacher. All of them formerly took part in the design and/or implementation of the automation projects and thus understand the automation topics also from the practical point of view.

In the following text you can find the overview of standardized courses which are on the agenda in 2021. More details to each course and actual information are available under [www.sidat.cz](http://www.sidat.cz).

# COURSES IN 2021

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**ST-PRO1** BP for S7300/S7400 in STEP 7 / **5 days**

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**ST-PRO1/2** IP for S7300/S7400 in STEP 7 / **5 days**

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**ST-PRO2** EP for S7300/S7400 in STEP 7 / **5 days**

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**ST-SERV1** BSC for S7300/S7400 in STEP 7 / **5 days**

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**ST-SERV2** ESC for S7300/S7400 in STEP 7 / **5 days**

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**ST-WCCFSYS** HMI designing in WINCC flexible / **3 days**

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**TIA-MICRO1** BP for S71200 in TIA portal / **3 days**

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**TIA-PRO1** BP for S71500 in TIA portal / **5 days**

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**TIA-PRO2** EP for S71500 in TIA portal / **5 days**

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**TIA-SCL1** P in Structed Control Language / **3 days**

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**TIA-SERV1** BSC for S71500 in TIA portal / **5 days**

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**TIA-SERV2** ESC for S71500 in TIA portal / **5 days**

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**TIA-WCCM** HMI designing in TIA portal / **3 days**

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**TIA-PRO1-ONLINE** BP for S71500 in TIA portal / **5 days**

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**TIA-PRO2-ONLINE** EP for S71500 in TIA portal / **5 days**

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**TIA-SCL2-ONLINE** P in Structed Control Language / **2 days**

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**P = Programming** BP (basic), IP (intensive), EP (extended)

**SC = Service course** BSC (basic), ESC (extended)

Due to the actual epidemic situation, the courses using live the equipment of the training centre is for the present not possible. Please follow [www.sidat.cz](http://www.sidat.cz) where detailed information concerning all standardized as well as specialised courses will be continuously available.

## ADVISORY AND CONSULTING

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**Under this title the customers will find a set of services provided by our business representatives. This team, in case of a need, might be extended by the technical and production section specialists.**

Due to its integration character the preparation and implementation of projects in the field of comprehensive automation and production informatics represents, in many cases, the most professionally demanding and complex activity in automation at all.

The seriousness excels mainly at those projects, where the customer is going to modernise and digitalize his production and then it completely integrate into the plant infrastructure.

The way how to reach such a goal leads via an application of migration and virtualization methods, implementation of advanced, on internet technologies based, communication architectures and via state-of-the-art data management.

The modernisation project necessitates inevitable discontinuation of the running production connected with the implementation and commissioning of the new control and informatics systems. These production "losses" are to be minimized, of course.

Based on our experience all these topics often exceed the knowledge and professional competence of the investor or, rather, the future operator of the modernisation project.

## COMPETENT SUPPORT

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**Thus we offer a set of design and investment advisory and consulting to our customers. This can be used especially during preparation phases of the intended modernisation project.**

The support we focus mainly on:

- ▶ feasibility study elaboration
- ▶ investment goal formulation
- ▶ elaboration of documents related to HW and engineering services tenders
- ▶ support of the supplier choice
- ▶ support of supplier contracts preparation (especially in the field of technical part particulars)
- ▶ creation of a scenario for necessary user staff training

Based on an implementation of more than 3000 comprehensive automation and production informatics projects we acquired huge knowledge and experience in many industrial fields (see the brochure *SIDAT COMPREHENSIVE AUTOMATION*).

We implement our own products which enable to streamline the industrial production and secure the operational efficiency increase (find more in the brochure *SIDAT PRODUCTION INFORMATICS*). We also completed first projects involving the integration of physical and digital technologies (see the brochure *SIDAT DIGITAL*).

We are very proud of being the certified application partners of the notable world companies. In this manner we can be in touch with the latest knowledge in the respective fields.

**Modernise and digitalize your automated production. SIDAT is ready to guide you on this journey.**

# SIDAT

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— INFORMATICS

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