



An Indra company

ACS Customer Support Programs



For over 40 years, Advanced Control Systems (ACS) has demonstrated the ability to support utility customers' needs in functionality and customization for their PRISM grid management system and NTX/RTU needs.

ACS understands your system is a long-term investment. That is why it is our mission to support and respond to your needs in "real-time." Our flexible approach, together with our expert engineering staff, means your system won't be outdated and the technology that drives it is future proof.

Support Programs

We offer four Support Programs to meet the needs of our utility customers.

Platinum This program is the most inclusive services bundle that we offer. It includes the most needed services to optimize your investment.

Gold This program includes standard business-hours support services for your hardware (HW) and software (SW) needs. This plan offers many optional a la carte services.

Silver This program includes standard business-hours support services for your hardware and software needs.

Bronze This program includes resolution of software problems via software patches.

Services can also be custom configured to meet specific needs using the offerings in the program table.

Outstation Support Services

ACS offers basic and 24x7 support programs for our NTX/Connex/NTU/RTU products, with options for remote phone support and on-site support. If additional support is needed, ACS offers Onsite NTX Administration Training. There are two options - standard business-hours support services or 24x7 support services.

ACS Customer Support Programs

Customer Community

Customer Community is an online platform that allows you to connect with other customers and product experts to get the help you need. You can:

- Submit and manage support case
- Find answers to commonly asked questions
- Connect with peers through forum feeds
- Search the knowledge base for manuals, videos and tutorials
- View recent news

Contacting Support

Support is always available to ACS Customers.

HelpDesk hours are Monday – Friday, from 8:00 AM to 8:00 PM ET. You can reach the HelpDesk:

- By phone: 800.241.7317
- By email: sa@acspower.com
- Online Customer Community (create and manage cases, search knowledge base articles, and interact with other ACS customers in a Customer Forum)

PRISM Service Plan	Platinum	Gold	Silver	Bronze
ACS SW Updates, Features, Fixes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Diagnostic Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hardware Coverage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support from HelpDesk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
24x7 Emergency Help	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Security Patch Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Engineering Hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Anti-Virus Protection*	<input type="checkbox"/>	<input type="checkbox"/>		
DASmap™ Services	<input type="checkbox"/>	<input type="checkbox"/>		
Security Audit and Analysis	<input type="checkbox"/>	<input type="checkbox"/>		
Onsite and Consulting Services	<input type="checkbox"/>	<input type="checkbox"/>		
Training - Classroom	1 course	1 course		
System Administration Services	<input type="checkbox"/>	<input type="checkbox"/>		
PRISM TuneUp™	<input type="checkbox"/>			
Upgrade Planning Assistance	<input type="checkbox"/>			
Customer Conference Pass (limited to one pass per agreement) **	Free	50 % discount		

Included in program | Option

*Anti-Virus Protection - Requires Security Patch Management

** Valid only on new agreements or renewals

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Due to our policy of continuous development, specifications may change without notice. Not valid as a contractual item.