What does vigilance mean to Yokogawa? For starters, always, always making sure the products and solutions that leave our research and development labs are the best the world has seen—right from day one throughout your business life cycle. Our innovative technologies and committed experts help design, install and manage your production systems efficiently and dynamically. In an ever-changing business environment, we help plan for the future to ensure continuity and flexibility in your automation strategies. Yokogawa goes the extra mile to do things right. Let us be vigilant about your business.

Represented by:

Yokogawa Corporation of America
United States
2 Dart Road, Newnan, Georgia 30265-1094
Phone: 800-888-6400 Fax: 770-254-0928
12530 West Airport Blvd., Sugar Land, Texas 77478
Phone: 800-888-6400 Fax: 281-340-3838

Yokogawa Canada, Inc.
Bay 4, 1113 40th St SE, Calgary, AB T2C 2Z4
Phone: 403-258-2681 Fax: 403-258-0182

Yokogawa de Mexico, S.A. de C.V.
Melchor Ocampo 193, Torre C, Oficina 3B
Verónica Anzures D.F., C.P. 11300
Phone: (55) 5260-0019, (55) 5260-0042

http://www.yokogawa.com/us/
Overview

Yokogawa's products have the reputation of being the industry's most reliable. Reliability of hardware and software allows users a certain measure of confidence regarding their automation arrangement.

However, the true value is the availability of the process. Availability of the automation system is one principle component toward maximizing process availability. Availability is the product of reliability of the equipment and the supporting programs and services for maintainability. (Availability = Reliability + Maintainability)

Ensuring availability is somewhat like caring for an automobile. The automobile has basic performance and reliability specifications. To increase its availability and extend its lifecycle, maintainability functions such as oil changes, tire rotation and other services are performed. Similarly, these functions are needed for automation equipment. Maintainability includes programs and services such as spare parts, response time and technical support, that are specifically designed for CENTUM, PROSAFE and STARDOM systems. These programs and services have been assembled together into a Lifecycle Management Program (LCMP). As a basic component of Yokogawa's Lifecycle Excellence, which is a key deliverable of Yokogawa's VigilantPlant® concept, Lifecycle Management Program promises production excellence to visionary plants and creates an environment where plant personnel can See Clearly, Know in Advance and Act with Agility.

Yokogawa Corporation of America offers various levels of services with programs designed for maintaining the highest availability of your plant and meeting the needs of our customers.

Yokogawa has the ability to incorporate line item Yokogawa services with 3rd Party Services from other manufacturers and vendors. Consolidate all your site maintenance activities with Yokogawa under one Custom Service Agreement!

Silver Service Agreement (SSA)

Silver Service Agreement contains basic services and programs, outlined in the Service Deliverables Table, designed to provide the customer with support coupled with discounting for emergency and scheduled maintenance for the most economical price.

Gold Service Agreement (GSA)

Gold Service Agreement includes a higher level of services and coverage, outlined in the Service Deliverables Table, designed to provide preventative services with increased access to Yokogawa’s site services and technical support personnel, increasing the level of reliability.

Platinum Service Agreement (PSA)

Platinum Service Agreement combines premium levels of support and availability, outlined in the Service Deliverables Table, designed to provide our clients full coverage for parts, labor and 24-hour access to support emergency’s, along with preventative services and educational offerings while containing costs.

Custom Service Agreement (CSA)

All Yokogawa Service Agreements can be customized to meet the needs of our customers. We can incorporate line item Yokogawa services with 3rd Party Services from other manufacturers and vendors.

Additional Service Agreement Options Include:

• Spare Parts Program
• Applications Engineering Troubleshooting
• Off-Line Inspection
• And more!

Availability Reliability Maintainability +=

SERVICE

Overview

Yokogawa’s products have the reputation of being the industry’s most reliable. Reliability of hardware and software allows users a certain measure of confidence regarding their automation arrangement.

However, the true value is the availability of the process. Availability of the automation system is one principle component toward maximizing process availability. Availability is the product of reliability of the equipment and the supporting programs and services for maintainability. (Availability = Reliability + Maintainability)

Ensuring availability is somewhat like caring for an automobile. The automobile has basic performance and reliability specifications. To increase its availability and extend its lifecycle, maintainability functions such as oil changes, tire rotation and other services are performed. Similarly, these functions are needed for automation equipment. Maintainability includes programs and services such as spare parts, response time and technical support, that are specifically designed for CENTUM, PROSAFE and STARDOM systems. These programs and services have been assembled together into a Lifecycle Management Program (LCMP). As a basic component of Yokogawa’s Lifecycle Excellence, which is a key deliverable of Yokogawa’s VigilantPlant® concept, Lifecycle Management Program promises production excellence to visionary plants and creates an environment where plant personnel can See Clearly, Know in Advance and Act with Agility.

Yokogawa Corporation of America offers various levels of services with programs designed for maintaining the highest availability of your plant and meeting the needs of our customers.

Yokogawa has the ability to incorporate line item Yokogawa services with 3rd Party Services from other manufacturers and vendors. Consolidate all your site maintenance activities with Yokogawa under one Custom Service Agreement!

Silver Service Agreement (SSA)

Silver Service Agreement contains basic services and programs, outlined in the Service Deliverables Table, designed to provide the customer with support coupled with discounting for emergency and scheduled maintenance for the most economical price.

Gold Service Agreement (GSA)

Gold Service Agreement includes a higher level of services and coverage, outlined in the Service Deliverables Table, designed to provide preventative services with increased access to Yokogawa’s site services and technical support personnel, increasing the level of reliability.

Platinum Service Agreement (PSA)

Platinum Service Agreement combines premium levels of support and availability, outlined in the Service Deliverables Table, designed to provide our clients full coverage for parts, labor and 24-hour access to support emergency’s, along with preventative services and educational offerings while containing costs.

Custom Service Agreement (CSA)

All Yokogawa Service Agreements can be customized to meet the needs of our customers. We can incorporate line item Yokogawa services with 3rd Party Services from other manufacturers and vendors.

Additional Service Agreement Options Include:

• Spare Parts Program
• Applications Engineering Troubleshooting
• Off-Line Inspection
• And more!