



COURBON

Services





Commit to earn trust

Since 1934, COURBON has amassed its energies for the success of your projects.

The teams of COURBON are present throughout the industrial investments life cycle, they accompany the customers in the conception and the evolution of their installations as from the preliminary phases of advice and specifications, while ensuring the staff training, the maintenance and the operation follow-up.

Our mission

Exercise all our technical and functional expertise to accompany our customers before, during and after their investment : technical and regulatory audits, specifications drafting, training, assistance on site, ...

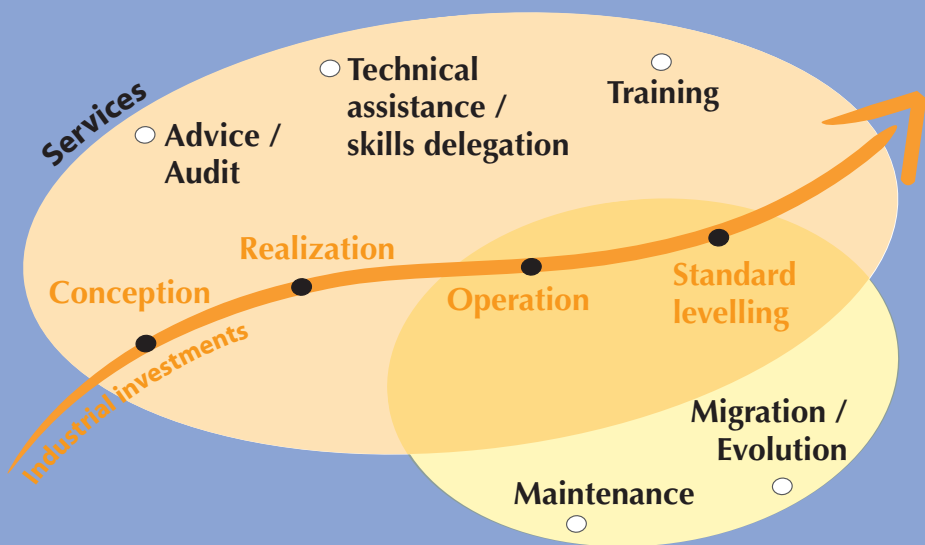
Our company has the skills and internal trained, experienced and supervised resources that make us meet your requirements to develop a tailor-made offer of services.



Service segments

- Food & Beverage
- Manufacturers
- Automotive / Aeronautics
- Pharmaceuticals / Health industry
- Chemicals / Petrochemicals
- Environment





Why choose the services of COURBON ?

- More than a hundred projects realized per year
- Values of the company
- Control of the technical and technological environment
- Highly specialized knowledge of the industrial process
- Qualified and motivated teams

Our know-how

Specialist in piloting and traceability, COURBON intervenes in the heart of the production process :

- Design and integration of automated and computerized systems (instrumentation and electricity, automation and industrial processing)
- Edition of M.E.S. software (Manufacturing Execution System)

Our resources

- Consultants
- Trainers
- Experts
- Projects managers
- Systems analysts
- Engineers and technicians
- **Technical :**
 - Data-processing development
 - Automatism development
 - Supervision development
 - Technical architecture
 - Data base system
 - Electrical design
 - ...
- **Functional :**
 - ERP /GPAO
 - MES
 - Supervision
 - Automation
 - Networks
 - Electricity



Advice

Fully aware of the industrial stakes, COURBON :

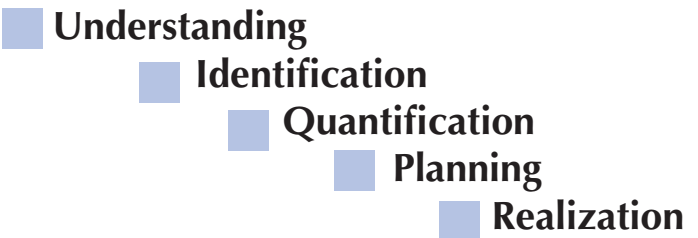
- **meets the requirements for productivity, traceability, quality, ...**
- **intervenes in research for solutions in fields such as :** data-processing, line or workshop automation, implementation of a M.E.S. tool
- **offers the expertise** of your process
- **carries-out audits** of your system
- **drafts the synthesis reports** and the states at the end of studies
- **assesses the financial part**
- **presents the results** to the company's agents
- **provides the answer to regulation constraints :** FDA, GAMP, GMP, CNOMO, 21 CFR part 11, HACCP, SP88, SP95 rules, ...

Our offer

Development plan
Preliminary study, opportunity and feasibility study
Project specifications report
Compliance evaluation
Technical and functional study
Appraisal / Audit
System optimization and management

Our approach

Integration of the stakes and objectives
Definition of the orientations
Quantification and planning of the actions
Realization of the service



Targets

Understand
Identify
Quantify
Plan
Realize

Resources

Consultants
Trainers
Experts
Projects managers
Systems analysts

To be delivered

Reports
Presentation aid





Training

As an authorized training center, COURBON **aims first to identify and understand its customers' requirements**. During the time of «pre-training», the trainers of COURBON value the need by analyzing the difference between the current qualification level and the objectives in order to propose the solution best adapted.

Personalized training

According to your requirements, all our training courses can be customized and specific programs can be developed.



A training catalogue is at your disposal





4 stages structure the method of our training center :

- Diagnosis and preparation
- Training
- Assessment
- Assistance/Support

Examples of given trainings

■ Methodology, standards and regulation :

- Methodology for the automation of a Batch process (S88)
- Discovery of the M.E.S. functionalities (S95)
- Overall investment rate & traceability, European regulation 178/2002
- Methodology of realization of an automation project : GAMP
- Project management - MsProject
- ...

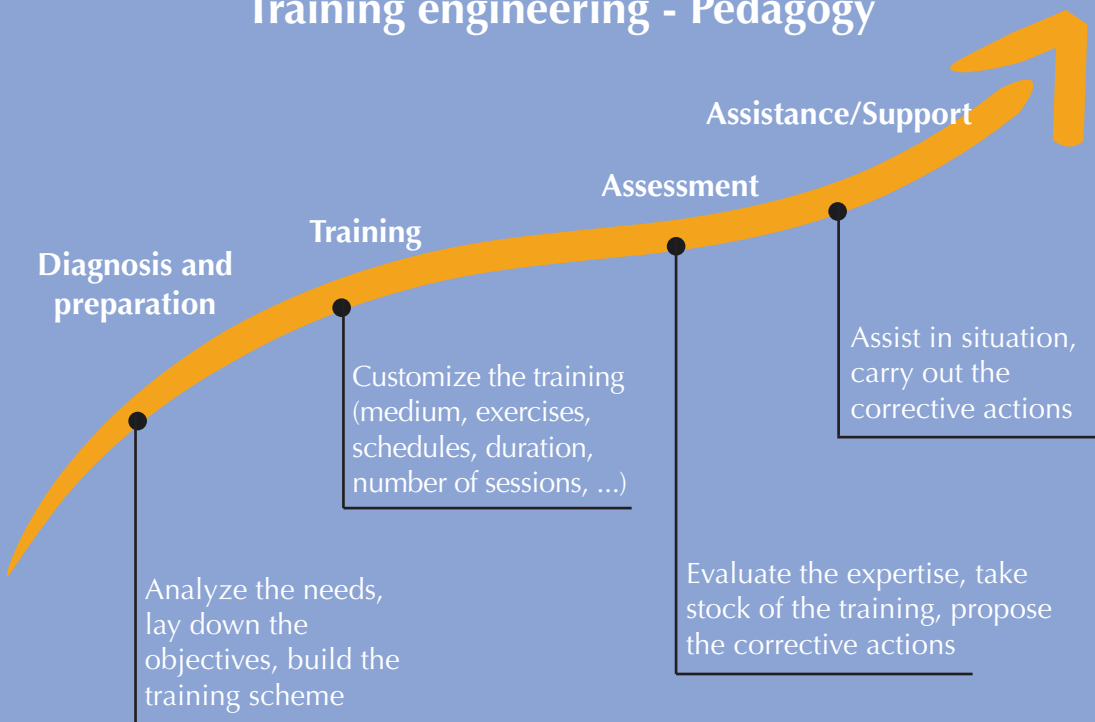
■ Functional application (operator, manager, ...) :

- Producim® software package
- Pharmacim® software package
- Customer application
- ...

■ Technique - Applicative maintenance :

- Data-processing (Visual Basic, SQL, InTouch, InBatch, iFix, iBatch, ...)
- Automation (SIEMENS S7, SCHNEIDER, ROCKWELL, ...)
- Data base (operating systems : ORACLE, SQLSERVER, ...)
- Reporting tools (Crystal Reports, ...)
- ...

Training engineering - Pedagogy





Technical assistance

Skills availability

COURBON offers services of technical assistance dispensed by available, skilled, qualified and trained staff. While preserving the control of their project, our customers punctually have at their disposal :

- Assistance to realization
- Assistance with starting
- Operations service contract
- Online assistance
- Information system support
- Hot-Line assistance

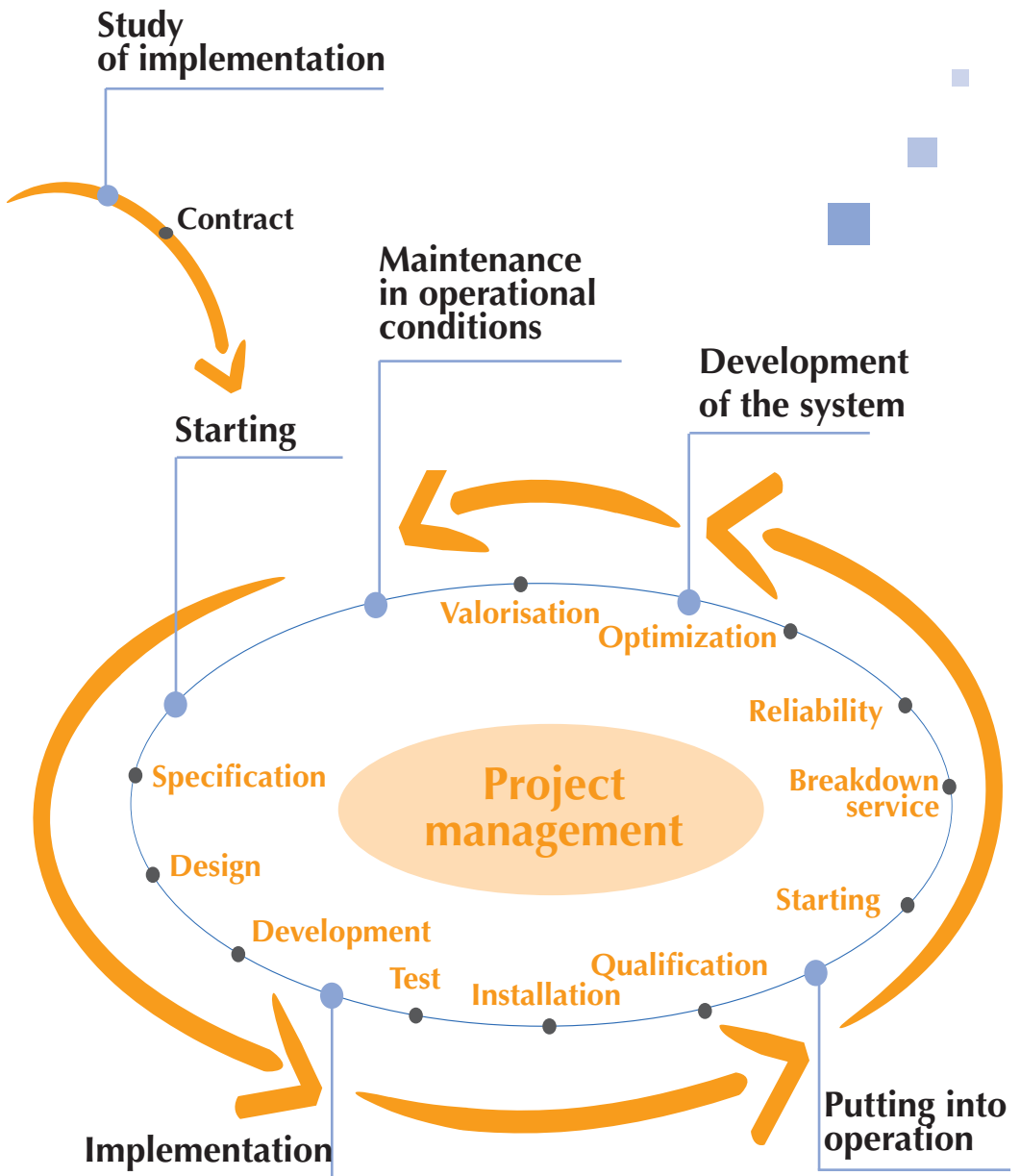
COURBON provides the necessary skills complementary to those already available in the company.

- **Management of a skills base :**
 - 4 levels of expertise
 - Dispensed training courses
 - Significant projects
- **Trained, qualified and supervised staff**

COURBON proposes contacts with a level of service commitment (SLA Service Level Agreement) :

- **TME** (monitoring and running of the servers and strategic stations of the information system)
- **ACA** (Automation Advice Assistance) hot-line, assistance on automatons, supervisors, SNCC

Our fields of intervention at each stage of the industrial project



Maintenance



COURBON commits itself to maintenance contracts with the assurance of safeguarding specific or general knowledge depending on client options. These contracts incorporate periodic preventive maintenance and are primarily based on the set-up of a **HOTLINE**, with on-call duty. All the traceability relative to these contracts is managed and consultable on our software **HELPDESK**.

COURBON offers clients contracts with a service commitment (SLA Service Level Agreement) :

- **Contract management :**
 - Management of the maintenance plan
 - Follow-up of the third party contract
 - Piloting through indicators available on the Internet (HELPDESK)
- **TME (Tierce Maintenance Exploitation) :** monitoring and management of servers and strategic stations of the IT system
- **TMP (Tierce Maintenance Proiciel) :** adaptive, evolutionary and curative maintenance on **PRODUCIM®** and **PHARMACIM®** software
- **TMA (Tierce Maintenance Applicative) :** personalised maintenance of customers' applications (undertaken by **COURBON** or an external provider)

**At your disposal :
a description of
our contracts**

Reasons for being under contract ?

- Insurance of an adequate answer
- Guarantee of a fast breakdown service
- Contractual reactivity and efficiency



Hotline Functioning / HELPDESK



Request for customer assistance	Hotline call, e-mail sending
First analysis of the problem by the Hotline agent	<ul style="list-style-type: none">- Call recording in HELPDESK- Analysis/diagnosis
Treatment of the request for assistance / solution to the problem	<ul style="list-style-type: none">- Search for solution (maintenance platform simulation)- Phone assistance, tele intervention, intervention on site if needed
Validation / closing, Customer Information	<ul style="list-style-type: none">- HELPDESK update- Validation / closing by the customer

Preventive maintenance, adaptive maintenance, functional maintenance, evolutionary maintenance, applicative maintenance, operation maintenance.

Migration

In order to make durable and safe the installations of its customers, COURBON :



- ensures a technological survey of the software and materials evolutions to editors and manufacturers
- proposes the migrations adapted to guarantee the durability of the installations and their evolutions
- provides the expertise necessary to the realization of :
 - the migration of the information systems,
 - the migration of the automatisms,
 - the migration of the equipment/
migration of the software.

A need ?

- Obsolescence of the equipment (no more spare part)
- Obsolescence of the software (no more medium)
- Performance (productivity gain)

How to minimize the risks related to the evolution ?

Intervention of professionals having a double competence :

- technical expertise
- expertise of the customers' sectional field (trades and constraints)



Methodological approach

Stage 1 : Cartography of the equipment in hand

Stage 2 : Recommendation of solutions

Stage 3 : Migration of the systems



COURBON



Automation and data-processing for industry

2, rue Hector Berlioz - B.P. 60327
42015 Saint-Etienne Cedex 02 - France
Tel. +33 (0) 4 77 59 34 34
Fax + 33 (0) 4 77 59 34 00
courbon@courbon.fr

www.courbon.com