

## Technical Support



Technical support is key to successful asset management in the oil and gas sector. Wasco has a dedicated centralised technical support team to provide global coverage to our existing customers and also assist new customers who are looking for answers to their field queries. Wasco's dedicated team can provide quick assistance and solutions for all operations problems. We also arrange for field technicians to travel to the site to fix any unresolved issues.

Our aim is to build customer awareness and capabilities on the equipment to ensure high availability of the equipment and the production to maximise the profit. Wasco is committed to delivering a reliable and cost-effective solution without compromising the quality of services. We have strategically set up our field services hubs to allow us to reach customer sites quickly. Our unique team is drawn from Engineering, Services, and Project functions allow us to provide effective and optimal performance of the customer assets.

Our dedicated technical team offers a range of assistance such as:

- Remote assistance
- Predictive analysis methodology
- Condition-based monitoring
- Engineering review
- Failure analysis
- Parts identification
- Spare parts list for schedule/unschedule maintenance
- Remote monitoring & diagnostics tools
- Cross-functional collaboration to resolve technical issues

You can reach us at [technicalsupport@wascoenergy.com](mailto:technicalsupport@wascoenergy.com)