



SERVICES CATALOG



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► INTRODUCTION

ZIV presents a comprehensive catalog of specialized services that complements its offer of equipments, systems, and turnkey solutions.

We offer a range of value-added services that allow us to support our clients in their projects by:

- Providing expert support for complex issues through advanced engineering services.
- Collaborate on the technical training of their staff.
- Ensure operational continuity through revamping, support, and repair services.

These services are provided globally through our offices and network of authorized distributors. They are carried out by specialists with in-depth knowledge of electrical systems.



**Value
Added
Services**

1. ADVANCED ENGINEERING SERVICES

EXPERTISE

- AD-HOC DEVELOPMENTS
- FUNCTIONAL TESTS
- SYSTEMS MODELLING WITH RTDS

TRAINING

- PLANNED
- ON-DEMAND
- WEBINARS

2. REVAMPING

- PROTECTION & CONTROL RELAYS
- RTUs

3. AFTER-SALES SERVICES

- LTSA-SUPPORT
- REPAIRS

4. ASSET MANAGEMENT SYSTEM

- REMOTE CONFIGURATION AND MANAGEMENT
- DATA MANAGEMENT AND ANALYSIS
- REPORT GENERATION





Validated by
experts

1 ▷ ADVANCED ENGINEERING SERVICES

EXPERTISE

Expertise offer at ZIV covers the customization and analysis of automation systems in real-world environments.

These include specific studies, functional tests of parameters and communications, and real-time simulations using RTDS to evaluate the behavior of the electrical system under demanding operating conditions.



Ad-hoc
Developments



Functional
Tests



System Modelling
with RTDS



TRAINING

ZIV University brings together ZIV's technical training programs, which are focused on the transfer of theoretical and practical knowledge.

The offering includes on-site courses, customized training (on-demand), and online webinars, taught by application, product, and systems engineers with in-depth knowledge of the electrical system and the technologies, equipment, and systems that comprise it.

Complete offer: [Download the PDF here](#)



THREE COMPLEMENTARY TRAINING PROGRAMS



Planned

Intensive scheduled courses at ZIV.



On-demand

Custom training courses upon request.



Webinars

Free 30-minutes sessions with live Q&A.

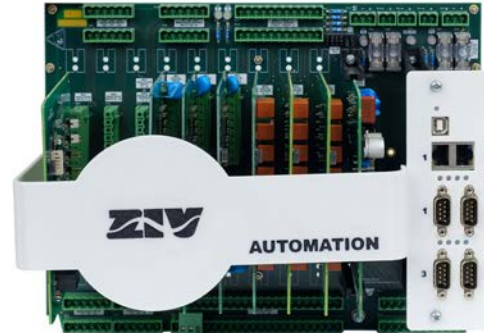
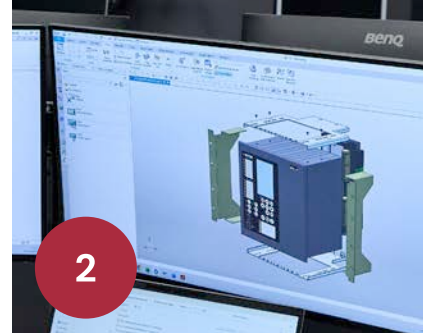


2 ▷ REVAMPING

ZIV RETROFIT SOLUTIONS

Revamping services for protection and control relays and RTUs, ensuring the modernization of existing installations without the need to completely replace the systems.

Minimum
CAPEX



PROTECTION & CONTROL RELAYS

RTUs

Electrical infrastructures generally have a longer **lifetime** than the electronic devices that control them..

Over time, relays and RTUs need to be replaced to **incorporate new functions** and maintain the reliability of the installation without modifying the existing infrastructure.

The ZIV **Retrofit** allows equipment to be upgraded using the current wiring, which reduces intervention times and avoids prolonged downtime. This approach offers clear benefits:

- **Lower cost**, as it avoids building work and rewiring.
- Quick replacement, with **minimal disruption** to service.
- Increased reliability and **compatibility**.
- **Additional guarantee** after the intervention.



ZIV RETROFIT

3 ▷ AFTER SALES SERVICE

ZIV's after-sales service is designed to guarantee the correct functioning of the equipment throughout its operational life.

We offer remote and on-site **technical support** to resolve incidents, optimize configurations and assist customer personnel in the daily operation of our solutions.

In addition, we have a specialized repair service that allows us to recover out-of-warranty equipment in verified working condition and also adds an additional warranty.

We complement these activities with **spare parts management**, which includes identification, supply and, where appropriate, replacement of critical equipment to minimize downtime and ensure continuity of service.

Ensures
continuity of
service

▶ LTSA – SUPPORT

▶ REPAIRS



4 ▸ ASSET MANAGEMENT SYSTEM

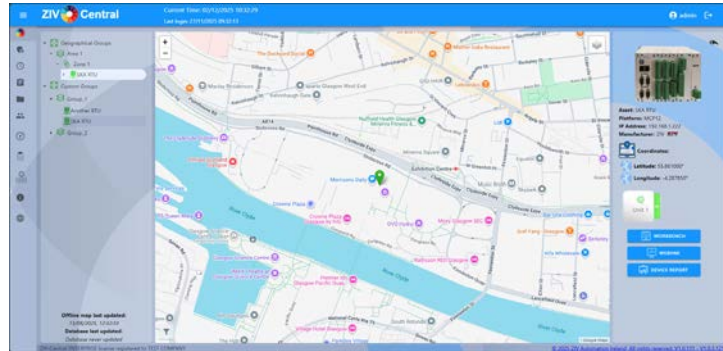


ZIV Central is a remote management platform designed to monitor, maintain, and update equipment installed on the network without the need for travel.

It allows the installed base of RTUs and IEDs to be viewed and managed from a single environment, optimizing maintenance, improving traceability and reducing incident response times. Key functionalities:

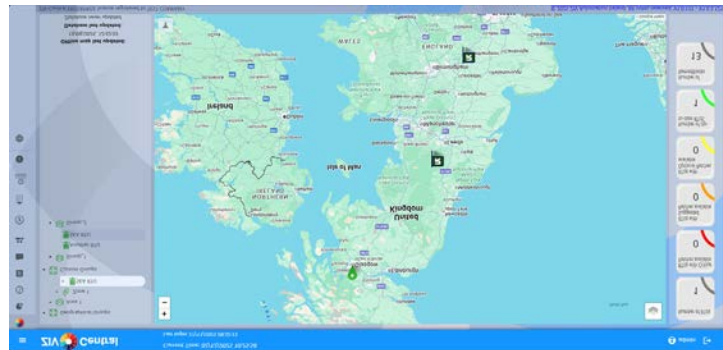
- Remote **management**: log downloading, access control, firmware update and device diagnostics..
- Remote **configuration**: modification and uploading of parameters without field intervention.
- **Data** management and analysis.
- **Report** generation.

Centralized inventory of the installed base



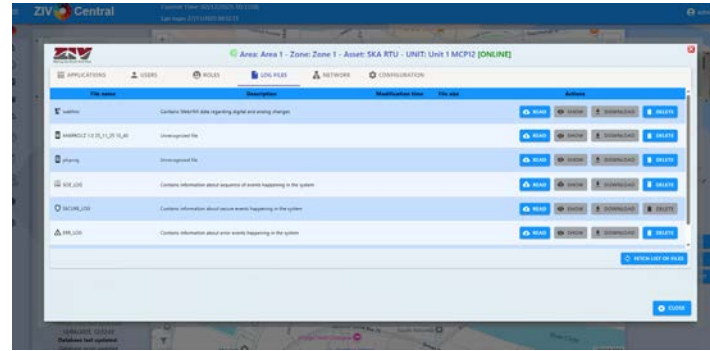
Complete management of all equipment in the field (RTU/IEDs), with technical information, network data, GPS location and geographic/customized grouping.

Interactive geographical



Visualization of all devices in the field, with quick access to their status, details and actions.

Automatic collection of technical data



Download and storage of COMTRADE files, Power Quality, logs, configurations and other operational data.

Generation of individual reports



Generation of individual reports per asset for auditing, maintenance and decision making.

ZIV Central represents an evolution in the way distributed infrastructures are managed, providing visibility, control and efficiency in daily operations.

▶ INTERNATIONAL SERVICE

ZIV LOCATIONS

SPAIN

Zamudio – Headquarters

Parque Tecnológico de Euskadi.
Campus Zamudio. Ed. 210 / 407
48170 Zamudio. Bizkaia, Spain

Barcelona

Carrer de les Ciències, 149–151
08908 L'Hospitalet de Llobregat,
Barcelona, Spain

Madrid

C/ Alcalá 412, 4ª Pl. Of.
28027 Madrid
Madrid, Spain

BRAZIL

Rua da Quitanda, 86 – Centro –
Rio de Janeiro
Brazil

UK

5 Bamburgh Court.
Team Valley Trading Estate.
Gateshead. Tyne and Wear NE11 OTX, UK

IRELAND

Burton Chambers, 19–22 Dame St.
Dublin 2, Ireland

INDIA

Global Village Tech Park,
DRC Building, Ground Floor,
RVCE Post, Mylasandra, Bangalore 560059

SAUDI ARABIA

P.P. Box.16396 Riyadh 11464,
Sulay Area , Exit 18,
Istanbul Road, Saudi Arabia

Consolidated International Presence

We have our own staff with extensive experience and collaborate with a **global network of authorized distributors** that guarantee proximity, responsiveness and **specialized support** wherever our customers need it

▷ COMMITMENT TO QUALITY AND ETHICAL PRACTICES

At ZIV we are firmly committed to Quality, Environment, Security and Cybersecurity.

We have an integrated management system certified under ISO 9001, ISO 14001, ISO 45001 and ISO 27001, which guarantees compliance with the highest international standards. This approach is based on continuous improvement, environmental sustainability, energy efficiency and team well-being.

We also have Carbon Footprint certification and Integrated Management System policies that guide our decisions and reinforce these commitments.

ZIV acts with integrity and responsibility. Our Code of Ethics and Conduct sets out the principles and guides our business. It promotes fair business practices, legal and regulatory compliance, and a working environment based on respect and equality.



ANNEX



▷ TURNKEY PROJECTS

ZIV is a manufacturer with more than 30 years of experience in developing turnkey solutions.



DESIGN

- Advanced configurations.
- Settings calculation.
- Schemes developed.
- Multi-manufacturer systems integration.



ASSEMBLY

- Design, assembly and wiring of cabinets.



VALIDATION

- FAT (Factory Acceptance Test).



COMMISSIONING

- Remote support.
- Commissioning.
- SAT (Assistance in the energization).



For more information, please
consult our website:
www.zivautomation.com

