

**ROHDE & SCHWARZ**

Make ideas real



# SERVICE LEVEL AGREEMENTS FOR ROHDE & SCHWARZ EMC SYSTEMS



# SERVICE YOU CAN RELY ON

When you decide for an EMC system from Rohde & Schwarz, the outstanding quality and comprehensive range of our system service is a vital part of that decision. You can rely on R&S EMC System Service Level Agreements (SLA) to make sure your system meets your requirements from the day you go live onwards, throughout the system life. We have many years of experience providing service for R&S EMC systems as your single service partner for the EMC system, plus all supporting infrastructure from the chamber itself down to mechanical structures for mounting and moving test equipment and the device under test.

What does this mean for you?

- ▶ Maximum availability of your system. Minimizing both planned and unplanned system downtimes means maximum reliability for completing EMC test plans on time and on budget.
- ▶ Manage unexpected delays. Meet your customers' expectations for on-time result delivery, even for complex projects with a committed timetable including component integration and start of production dates many years in advance.
- ▶ Keep your system up to the Standards. You receive regular updates of both software and firmware to implement changes in EMC Standards.



# EMC SYSTEM LIFECYCLE FROM CONCEPT TO DECOMMISSION

Customer / User



## Design your system with R&S Professional Services

- ▶ Consulting
- ▶ Engineering
- ▶ System Design
- ▶ System Integration
- ▶ Installation

## Run your system with R&S Operational Services

- ▶ Calibration
- ▶ Software Maintenance
- ▶ Technical Support
- ▶ Preventive maintenance

## Let your system be available and up-to-date with R&S Uptime and Availability Services

- ▶ Repair / Fast Repair
- ▶ Upgrade System
- ▶ Training
- ▶ Application Engineering

An EMC System from Rohde&Schwarz is tailor-made to meet your requirements. The consultancy process with our EMC experts for implementing your system considers every aspect of the system down to the smallest detail. All this information about your system is available for our service teams; we know your system inside and out. Let us take care of the operational service requirements and

let you focus your time on serving your customers. Benefit from our outstanding experience in EMC Systems over the full life-cycle of the system. From the very first discussions on the design, to the operation of the system and the system upgrades necessary to keep it up to date with new or revised standards.

# OUR SERVICES FOR MANAGING PLANNED AND UNPLANNED EVENTS WILL HELP YOU FOCUS ON YOUR CUSTOMERS

Increased reliability through planned maintenance of the whole system, and minimum interruption in the case of unplanned events.

## **Planned service maintenance**

The core measurement devices in your system require regular calibration to retain the specified accuracy and performance, the mechanical components need regular maintenance to operate correctly, the structure of your test facility is subject to wear and tear, too. Planned service maintenance ensures your EMC system fulfills your measurement campaign requirements, and minimizes downtime in a regulated, planned, maintenance project.

## **If it happens: unplanned events**

Unexpected events can happen, including everything from equipment damage caused by external events (including misuse) to hardware failure, to software routines not executing correctly in particular circumstances. For whatever reason, your EMC system is not producing the EMC report results you expect; our service procedures for unplanned repairs will ensure your system is back up and running 100% as quickly as possible.



# PLANNED SERVICE MAINTENANCE

1

Getting in contact with the customer to agree on a fixed date. We prepare whatever is needed.

2

We come on the agreed date and leave on the agreed date with everything being fixed. Including firmware updates to match the norms.

► At the customer the Rohde & Schwarz Service team calibrates measurement equipment.

► Equipment unsuited to on-site calibration is sent to Rohde & Schwarz service center for depot calibration.

► All measurement equipment receives preventive maintenance.

► External partners attend to infrastructure equipment maintenance.

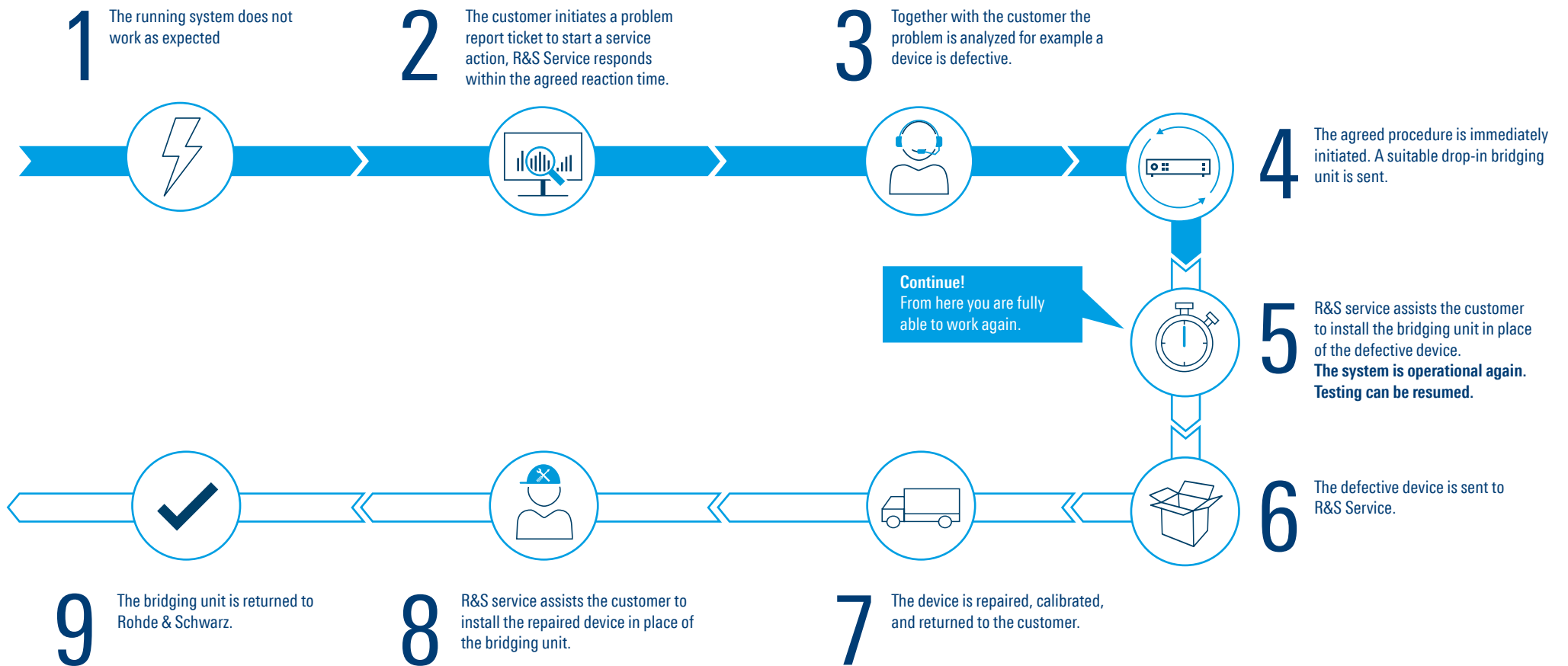
3

On the agreed date with all equipment re-installed and following a complete check, system handover back to the customer takes place.

4

All components of the complete test center are in optimal condition from the chamber doors to the test equipment. Until the next scheduled calibration, the customer can conduct EMC test campaigns, confident in the knowledge that testing is to the up-to-date standards, the test equipment is measuring accurately and that testing will run on schedule.

## IF IT HAPPENS; THE SYSTEM DOES NOT WORK AS EXPECTED. R&S SERVICE AT YOUR SERVICE ...



# SERVICE LEVELS: THE CHOICE IS YOURS

In addition to the standard individual instrument warranty, we offer three levels of support for your complete system.



EMC System SLA		Warranty	Basic	Advanced	Premium
<b>System Support</b>					
<b>Technical Support</b>	Problem Reporting		✓	✓	✓
	Remote Support		Response: 24 h	Response: 16 h	Response: 6 h
	On-site support				✓
<b>Training</b>	Technology Academy Access			optional	✓
	Application Support	optional	optional	optional	optional
<b>Essential Support</b>					
<b>Calibration</b>	Callibration Coverage		✓	✓	✓
	Turn-Around Time	no commitment	*	*	*
	Onsite-Calibration R&S devices			✓	✓
	Onsite Calibration 3rd party devices			✓	✓
	Bridging Device				✓
<b>Preventive Maintenance</b>	In case of service		✓	✓	✓
<b>ELEKTRA SW Update</b>	Maintenance Releases		✓	✓	✓
	Feature Releases		✓	✓	✓
<b>Hand-Over</b>	Hands-on training		✓	✓	✓
	Intense Support / Care			✓	✓
<b>Total Maintenance Management</b>					✓
<b>Exceptional Support</b>					
<b>Repair</b>	Repair Coverage	within warranty	✓	✓	✓
	Turn-Around Time	no commitment	*	*	*
	Onsite-Repair (Amplifiers only)				✓
	Bridging Device				✓

\* Specific per instrument / country

# SERVICE ELEMENTS IN DETAIL

When system security and reliability counts, we do not accept any compromises. Our service level agreements are designed to emphasize your individual demands by providing a superior service instead of resorting to predefined standard agreements.

Rohde & Schwarz is focusing on uncompromising safety and quality whether for products or services. What are you focusing on? You define, we implement. Customized configuration at its best.

## OUR SERVICE ELEMENTS AT A GLANCE



### **Problem reporting**

We provide problem reporting around the clock; our hotline provides qualified level 1 support for reporting, with SLA for response times down to 6 hours.



### **Remote Support**

Our experts can reproduce your problems and provide effective and robust solutions.



### **Training**

Let our expert trainers instruct your staff on site, or via the technology academy platform.



### **Preventive maintenance**

Regular maintenance at recommended intervals of hardware items subject to wear and tear, minimizes the probability of unscheduled downtime.



### **Total Maintenance Management**

We care not only for our deliverables but for the maintenance of the whole chamber and we align maintenance tasks with third parties



### **ELEKTRA Software Update**

Regular and exceptional software updates ensure your test results are always fully compliant to the appropriate standards.



### **Onsite Calibration**

Our calibration team comes to you at a time that suits you, to minimize system downtime and maximize test result accuracy, fully compliant to EMC standards.



### **Depot Calibration**

Our local service centers provide comprehensive calibration for your test equipment, ensuring reliable, reproducible test results fully compliant to EMC standards.



### **Bridging Devices**

We provide bridging units to let you continue your work while your critical equipment is in service



### **Repair Service**

All repairs including the spare parts required to provide full service for R&S equipment without losing any time due to purchase order delays



### **On-site support and repair**

We come to you if really required; minimize both planned and unplanned downtime.

# YOUR BENEFITS AT A GLANCE

- ▶ Ensure the availability, accuracy, reliability and performance of your EMC test facility.
- ▶ One partner throughout: from system planning, definition, ordering, installation, site acceptance, operation, augmentation, right through to replacement: a single partner with a complete set of all relevant information to understand any requirements as they arise throughout the life cycle.
- ▶ No ambiguous responsibility issues: with a single service partner responsible for the complete system and installation, you always know who you need to contact.
- ▶ As your single service partner, we also know what we are responsible for, and which level of service we have agreed to supply you with.



## Service that adds value

- ▶ Worldwide
- ▶ Local and personalized
- ▶ Customized and flexible
- ▶ Uncompromising quality
- ▶ Long-term dependability

## Rohde & Schwarz

The Rohde & Schwarz technology group is among the trailblazers when it comes to paving the way for a safer and connected world with its leading solutions in test & measurement, technology systems, and networks & cybersecurity. Founded more than 85 years ago, the group is a reliable partner for industry and government customers around the globe. The independent company is headquartered in Munich, Germany and has an extensive sales and service network with locations in more than 70 countries.

[www.rohde-schwarz.com](http://www.rohde-schwarz.com)

## Sustainable product design

- ▶ Environmental compatibility and eco-footprint
- ▶ Energy efficiency and low emissions
- ▶ Longevity and optimized total cost of ownership

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