

ROHDE & SCHWARZ

Make ideas real



Rohde & Schwarz Media Technologies

SERVICE THAT ADDS VALUE





**WE MAKE SURE
YOUR SYSTEM
RUNS AND RUNS.**

**AND OFFER
ADVANTAGEOUS
SERVICE LEVEL
AGREEMENTS TO
ENSURE MAXIMUM
AVAILABILITY.**

R&S®Service Levels Agreement for Rohde & Schwarz Media Technologies portfolio CLIPSTER, SPYCERNODE, VENICE and PRISMON.

An R&S®Service Level Agreement ensures long-term availability and operational readiness of your systems. Our high-performance service & support is tailored to meet your specific requirements. You profit from our flexible service & support concepts and transparent costs.

R&S®SERVICE LEVEL AGREEMENT: QUALIFIED SERVICE YOU CAN COUNT ON

We lay the groundwork for top performance in your core business – that’s our primary focus at Rohde & Schwarz. That’s why we back up our high-quality, long-lasting products with our service level agreement, providing you with reliable service that helps you control your costs. Which leaves you to concentrate on what’s important.

Let us advise you, and then you decide which of the attractive service packages is right for you.

TAILORED TO YOUR NEEDS: THE SERVICE PACKAGES

Every operator has unique system requirements. Especially when you demand the highest level of reliability from your systems, an R&S®Service Level Agreement pays off. You determine which services you wish to use.

R&S®Service Level Agreement	Warranty	Basic	Advanced	Premium
Technical support during business hours, severity level 1* – Critical	•	1 working day	4 hours	2 hours
severity level 2* – High		Less than 3 working days	Less than 1 working day	Less than 4 hours
severity level 3* – Medium		Less than 5 working day	Less than 3 working days	Less than 1 working day
24/7 emergency support: technical support outside of business hours severity level 1* – Critical				2 hours
Maintenance releases (software updates)	•	•	•	•
Workflow consultation support			•	•
Remote error analysis	•	•	•	•
Remote system updates		•	•	•
Remote system installation and integration support				•
Repair services	•		10 working days (TAT)	5 working days (TAT)
Hardware loan service			•	•
Hardware exchange service	•			
Express shipping			•	•
Local spare parts pool	optional		optional	optional
On-site support				optional
Regular maintenance of your system			optional	•
Training	optional	optional	optional	optional

*Response times apply when Incidents are reported over the R&S online Support Center

SERVICE PACKAGE DETAILS AT A GLANCE:

Technical support during business hours

Your support request will be received by the Rohde&Schwarz support team during business hours. A qualified support engineer will handle it within the response time defined by your service package. Depending on the type of problem, the technician will initiate additional measures to find a solution.

Maintenance releases (software updates)

Software updates maintain and optimize the performance of your product/system.

Remote error analysis

The Rohde&Schwarz support engineer identify and localize errors efficiently via remote Internet access. This significantly reduces system downtime.

Remote system updates

A Rohde&Schwarz support engineer will schedule a date with you and remotely update your system.

Remote system installation / integration support:

A Rohde&Schwarz support engineer assists you remotely in installation and integration of your system. This does not replace complete installation service or product training. These services are offered separately by Rohde&Schwarz.

Workflow consultation support:

Rohde&Schwarz support engineer can consult and assist during set up of your new workflows.

Repair services

Cover all repair costs (time and material costs), plus the cost of domestic shipping through Rohde&Schwarz logistics partners.

Hardware loan service

Access to the hardware loan pool to minimize downtime. You may receive a loaner unit as close as possible to the configuration of your original one. The option is limited to availability of units for loan.

Hardware exchange service

With the hardware exchange service, all field replaceable parts will be shipped to you for exchange. To minimize downtime, shipment takes place leaving Rohde&Schwarz according to the Service Level Agreement.

Express shipping

The costs for express shipping are covered by the Rohde&Schwarz SLA. Forwarder and express mode will be selected by Rohde&Schwarz.

Local spare parts pool

To ensure maximum system availability, you also have the option of maintaining an on-site supply of the most critical spare parts. Rohde&Schwarz will design a proposal tailored to your system.

On-site support

When technical problems cannot be eliminated via remote access or by repairing or replacing system components, Rohde&Schwarz will send a highly trained service technician to the customer site. Any travel expenses are invoiced separately.

Regular maintenance of your Rohde & Schwarz system

You concentrate on what's important, and we'll take care of the rest. Regular inspection and preventive maintenance of your system is performed by a Rohde&Schwarz support engineer. This service includes, for example:

- ▶ System performance optimization
- ▶ Firmware / software updates
- ▶ Log message analysis
- ▶ Hardware maintenance

Any travel expenses are invoiced separately.

Training

Customized training can be provided to optimize your experience with your Rohde&Schwarz system. Training can also be held at the customer's premises. In this case, any travel expenses are invoiced separately.

24/7 emergency support

See the following page for details



24 / 7 / 365 EMERGENCY HOTLINE SUPPORT FOR SEVERITY LEVEL 1 ISSUES

With the Premium service level agreement, for Rohde & Schwarz Media Technologies portfolio, a qualified and experienced Rohde & Schwarz second level support engineer is available 365 days a year, 24 hours a day for customers' critical operations.

Highlights

- ▶ No intermediate first level hotline
- ▶ Callback from Rohde & Schwarz second level support engineer
- ▶ Customer-defined response time

Support request procedure



What is severity level 1?

Severity level 1 describes a problem that causes total loss of functionality. The product or a major component of the product is inoperable or the inability to use the product has a critical impact on the operation. No workaround exists.

Compared to severity level 2

Severity level 2 describes a problem that seriously affects product operation. The product is usable and a workaround exists, but an essential component of the product is malfunctioning and substantially impacts operation; e.g. loss of redundancy.





Benefits

- ▶ Protects your critical operation 24 / 7 / 365
- ▶ More system uptime due to preventive maintenance
- ▶ Escalation management

SUPPORT CENTER DETAILS AT A GLANCE:

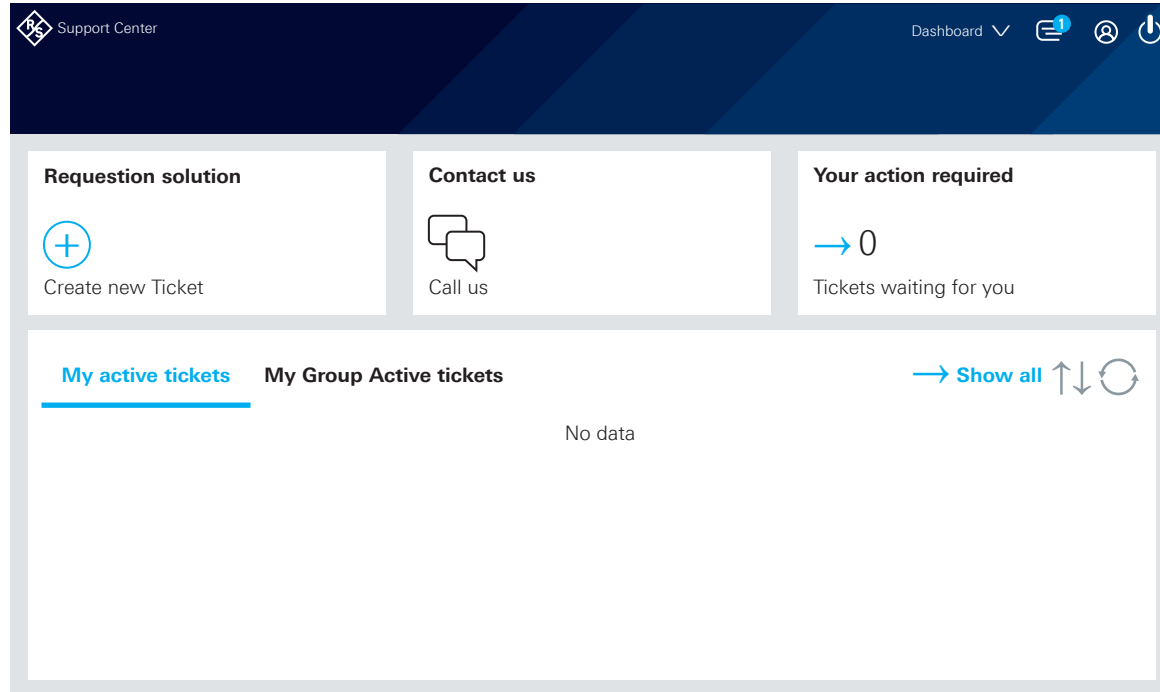
Rohde & Schwarz Support Center
Our user-friendly web-based support service grants you direct access to proficient global support for your solutions and improves your support experience significantly. Regardless of whether you want to open a ticket or get in contact with one of our specialist, support center is the right place for all your requests.

Highlights

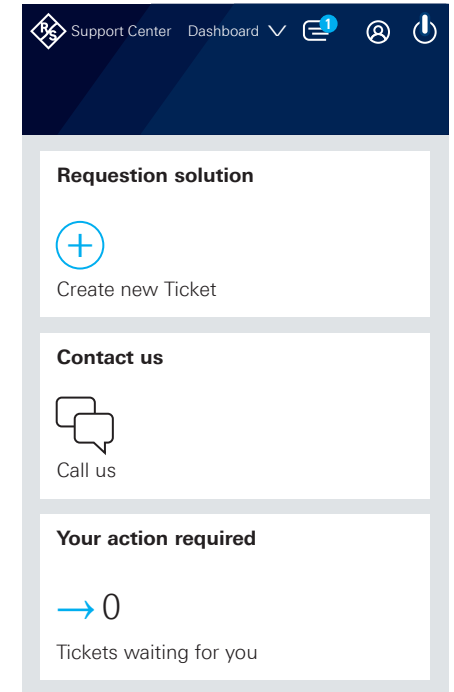
 <p>Single entry point</p> <p>Support tailored to your needs</p>	 <p>Available worldwide</p> <p>One place for all of your requests</p>	 <p>Available on your mobile device</p> <p>Seamless and transparent support</p>	 <p>Easy to use</p> <p>Built for the future</p>
<p>Global access at anytime</p> <p>Need support? Open a ticket any time, even from a mobile device. Support is available anytime online or via the phone. Follow our guided ticket creation process to get the help you need.</p>	<p>Instant access to everything you need. Manage and track with just a few clicks. Sort / filter your requests – organizing them so they work best for you.</p>	<p>One stop for all your communications. Get notified when there is a new message immediately.</p>	<p>Watch this space! More improvements are coming soon. A knowledgebase as well as personalized support material are on their way. This platform will be your one-stop destination for all service information regarding your Rohde & Schwarz products.</p>

The application

Web version



Mobile version



Service that adds value

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

Rohde & Schwarz

The Rohde & Schwarz electronics group offers innovative solutions in the following business fields: test and measurement, broadcast and media, secure communications, cybersecurity, monitoring and network testing. Founded more than 80 years ago, the independent company which is headquartered in Munich, Germany, has an extensive sales and service network with locations in more than 70 countries.

www.rohde-schwarz.com

Sustainable product design

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

Contact

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