

# SERVICE

## SERVICE PACKS **EXPERT** AND **EXPERT+**

With the **EXPERT** pack, you benefit from all the advantages of the Priority and Professional packs besides having a „full guarantee“ on all services for eliminating faults in your system. This gives you privileged access to support and remote maintenance, material and delivery guarantees, and hardware and software maintenance twice a year.

Select the **EXPERT+** pack if you additionally want to receive extended on-site service. Furthermore, credit is provided for five hours of remote maintenance and two on-site service calls.



### ✓ DETAILED OVERVIEW OF YOUR ADVANTAGES

- 24/7 remote maintenance - 24/7 standby
- Priority order processing for remote maintenance, material deliveries and service calls
- Credit is provided for five hours of remote maintenance once a year
- Credit is provided for two on-site service calls once a year (one call = max. eight hours)
- Access to further documents in the DESIGNA eCademy
- Free participation in DESIGNA webinars
- Full guarantee: Material replacement and services
- Extensive hardware and software maintenance twice a year. This includes inspecting settings, system updates, data maintenance and testing hard disks and database size.

#### **EXPERT+** on-site service:

- Provision of an extended standby service by the respective regional on-site service team\*
- The extended standby service is available Mo-Fr from 4pm-10pm and on Saturdays from 8am-10pm.

### ★ BONUS

- If you choose one of these service packs, you will receive price reductions on all further service hours.

\* not available in all regions

### ★ SERVICE LEVEL

- The response time from receiving the message to eliminating the fault is no more than three hours.
- If on-site service is required and the message is received before 12 noon on the same day, fault elimination begins within the agreed response time of max. two working days.

### ✂ PREREQUISITES

- To facilitate remote maintenance, a permanent dial-in option must be provided.

### FURTHER INFORMATION

- Further information and documents can be found in the DESIGNA eCademy.



[eCademy.designa.com](https://eCademy.designa.com)



For details on the scope of services, please refer to the respective contract.

#### Contact

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