



SERVICE

The DESIGNA Parking Management Solutions offer the service packs **Priority**, **Professional** and **Expert** with a comprehensive range of services that ensure long-term and trouble-free use of your Parking Management System – from ongoing professional hardware and software maintenance to fast on-site service and free spare parts.

In addition to the service packs, you can individually expand your personal range of services through attractive Plus packs.

DESIGNA services in the all-round pack Expert+:

- VIP access with priority order processing for telephone support, remote maintenance and on-site service
- 24/7 remote maintenance
- Credit accounts for remote maintenance and on-site calls
- Access to the online information platform DESIGNA eCademy
- Material and delivery guarantee
- On-site service
- Maintenance: hardware and software inspection, hard disk and database size testing, system stability and firmware update



Choose one of the three service packs according to your wants and needs: **PRIORITY, PROFESSIONAL, EXPERT**

✓ PRIORITY

- The **PRIORITY** pack includes privileged VIP access to telephone support and priority order processing for remote maintenance and service calls.

Furthermore, credit is provided for five hours of remote maintenance and two on-site service calls.

✓ PROFESSIONAL

- With the **PROFESSIONAL** pack, you benefit from all the advantages of the Priority pack besides having access to 24/7 remote maintenance.

✓ EXPERT

- The **EXPERT** pack provides you with 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.

✓ PRIORITY+

- In addition, you receive extensive hardware and software maintenance once a year for trouble-free and long-term operation.

✓ PROFESSIONAL+

- In addition, you also receive extended on-site service and extensive hardware and software maintenance once a year.

✓ EXPERT+

- All the advantages of the „full guarantee“ and additionally extended on-site service.



SERVICE

SERVICE / SERVICE PACK	PRIORITY	PRIORITY+	PROFESSIONAL	PROFESSIONAL+	EXPERT	EXPERT+
VIP access to hotline, remote maintenance and on-site service	•	•	•	•	•	•
24/7 support for hotline and remote maintenance (integral part of the DESIGNA CLOUD)			•	•	•	•
Access to the DESIGNA eCademy	•	•	•	•	•	•
Credit for five hours of remote maintenance and two on-site service calls a year	•	•	•	•	•	•
Hardware and software maintenance each year		1x	1x	1x	2x	2x
Full guarantee (material replacement and services)					•	•
Extended on-site service				•		•

- If you choose one of our service packs, you will receive price reductions on all further service hours.
- Hardware and software maintenance is also available as an individual service, independent of the service packs.
- Further information about the individual service packs and the scope of the DESIGNA CLOUD services can be found in the respective data sheets or requested directly from our Service or Sales staff.
- Your personal DESIGNA Service Card offers you direct access to your services. The Service Card contains information on the service level, the VIP-PIN and the service telephone number (hotline) via which you will be immediately connected to a member of the DESIGNA Customer Service Team.



Contact

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