

ROHDE & SCHWARZ

Make ideas real



SERVICE LEVEL AGREEMENTS FOR R&S® QPS



SERVICE YOU CAN RELY ON

It goes without saying that you have to be able to count on the availability of our efficient, high-precision R&S®QPS quick personnel security scanners. Thanks to our reliable service network of excellence and competence, you can.

Especially when an extremely high level of system dependability is required, our service level agreements pay off. Benefit from a long-term, trusting partnership – a partnership you can rely on.



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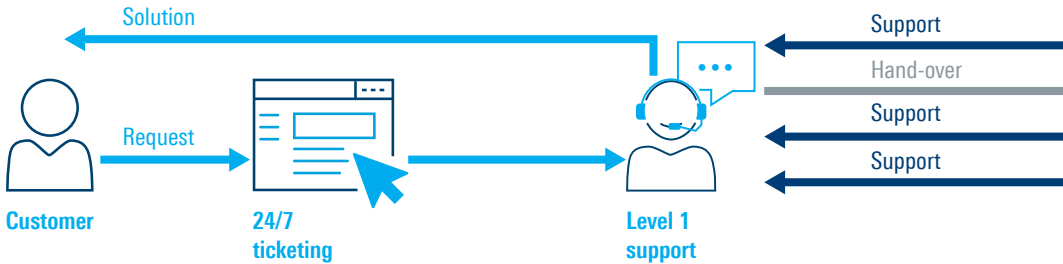
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24/7 SUPPORT

No matter what problem you are dealing with, we are always there for you. Qualified level 1 technicians take care of your support query and initiate the required next steps. Your existing service partner can also provide level 1 technicians (R&S certification required).

Our global service and support network based on a three-level structure ensures a superior customer experience as well as seamless and efficient service.



Problem reporting

24/7 problem reporting in local language via hotline or R&S ticketing system in line with your SLA.

Local support

Your point of contact. Support by qualified level 1 technicians certified by Rohde&Schwarz (in local language). Issues are either solved remotely or forwarded to field service or level 2 support, if necessary.



Field service

On-site support to find a quick and efficient solution, which might include immediate repair.



Level 2 – global support

In-depth analysis and handling of complex issues by specialized R&S®QPS technicians from a global Rohde&Schwarz expert team. Issues are either solved remotely or an technician from our emergency on-site support is sent to your site to perform the repairs. Problems are forwarded to level 3 support, if necessary.

Our global support also includes training centers for service partner, administrator and operator trainings as well as spare part storage.

Level 3 – central support

Handling of highly complex issues in the Rohde&Schwarz R&D department in Munich, Germany.

All spare parts used by service technicians are original parts from the R&S®QPS production line.

TAILORED TO YOUR NEEDS

We offer three different predefined service levels to simplify configuration. Our service level agreements extend from repair coverage to ensured solution times. We would be happy to learn more about your requirements to find the perfect SLA tailored to your needs.

To ensure the best possible reliability of your systems, we flexibly align our services to specific requirements and adapt them to meet operational needs. This is exactly when our service level agreements pay off – you specify, we implement.

PREDEFINED SERVICE LEVEL AGREEMENTS

	Basic	Advanced	Premium
Repair time incl. necessary spare parts	96 h	48 h	24 h
24/7 problem reporting and overview of requests via ticketing system	✓	✓	✓
Remote support	Response: next regional operating day	Response: 6 h	Response: 2 h
On-site support – case by case (fixed on-site fee)	✓	✓	✓
Regular review meeting	✓	✓	✓
Operator training incl. refresher training	✓	✓	✓
Administrator training incl. refresher training	✓	✓	✓
Configuration management	✓	✓	✓
Maintenance releases	not available	optional	✓
Obsolescence management	✓	✓	✓
Regular (preventive) maintenance	optional	optional	optional
Regular performance check	on request	on request	on request
Remote system update	optional	optional	optional



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 offer you problem reporting around the clock. Say goodbye to being stuck on hold in a customer hot-line and hello to our qualified level 1 support as well as a 2 hours response time.



Repair service

Transparent, fast and efficient. Repair and shipping cost coverage. Minimize your downtime through contractually agreed turn-around times.



On-site support

Our experts come directly to you – not only in emergency cases, but whenever you need it.



Remote support

Thanks to secure remote access, we analyze errors immediately and directly. Work with our experts to track down causes.



Remote system update

Always stay up to date. We proactively perform system updates through secure remote access.



Configuration management

Are you struggling to keep your information about SW and HW modifications up to date? R&S is here to help.



Obsolescence management

Early information about parts and assemblies that will become obsolete in the future.



Maintenance releases

Annual releases of software updates/modifications addressing, stability issues or new security vulnerabilities.



Regular maintenance

Your personal early warning system. Periodic maintenance minimizes the chance of unscheduled downtime.



Performance check

Detailed analysis of your R&S®QPS and status information of all components to make sure they are performing within the given tolerances.



Review meetings

We meet with you to analyze service performance, agree on modifications and share information.



Trainings

At first hand. Based on certification trainings, Rohde & Schwarz passes on knowledge and service standards directly to contractually agreed service partner technicians and R&S®QPS operators.

YOUR BENEFITS

Our service level agreements offer many advantages. On the one hand, we ensure superior service experience thanks to our reliable service partner network of excellence and competence. On the other hand, Rohde&Schwarz provides certification training to pass on knowledge and service standards directly to the contractually agreed service partner technicians, effectively contributing to continuous and excellent service quality.

You can be sure, Rohde&Schwarz is always by your side. We give you freedom without leaving you on your own.

YOUR BENEFITS AT A GLANCE

- ▶ Ensure the long-term availability and operational readiness of your system
- ▶ Mitigate any risks to system operations with a trusted service partner
- ▶ Maximize efficiency and benefit from transparent costs
- ▶ Minimize downtimes and service times to optimize throughput

SECURE YOUR SECURITY

Hedge against future risks and benefit today from our attractive service level packages. Together we will find the perfect service partner for you.

Contact us

service-partner@rohde-schwarz.com

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

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