

ROHDE & SCHWARZ

Make ideas real



ALWAYS MISSION READY

Service level agreements for mobile phone monitoring





SERVICE LEVEL AGREEMENTS FOR MPM

TRUSTED SERVICE PARTNER THROUGHOUT THE ENTIRE LIFECYCLE

At Rohde&Schwarz, professional services mean much more than just lifecycle support. We believe in building close customer relationships through our service solutions and aim to be your reliable and trusted partner – from system engineering to project implementation and aftersales service.

Especially in safety-critical environments, high-performance technology requires professional services to assure reliability and long-term availability. Keeping pace in a fast-moving network environment, we offer outstanding service and support packages in Service Level Agreements (SLA) driven by customer needs and maintain the mobile phone monitoring (MPM) system always mission ready.

As a Rohde&Schwarz customer, you benefit from the independence of a privately-owned company with a high level of vertical integration. Rohde&Schwarz keeps nearly its entire value chain within the company. The company engineers, develops and manufactures products in its own production plants, infrastructure and machinery in Germany, therefore knowing every bit of the system. Rohde&Schwarz has been a key partner for MPM system implementation and integration for many decades having an extensive network and know-how in this field. With an extensive service network being present in more than 70 countries around the globe, Rohde&Schwarz handles every customer service request the same quality and uncompromising focus on customer needs.

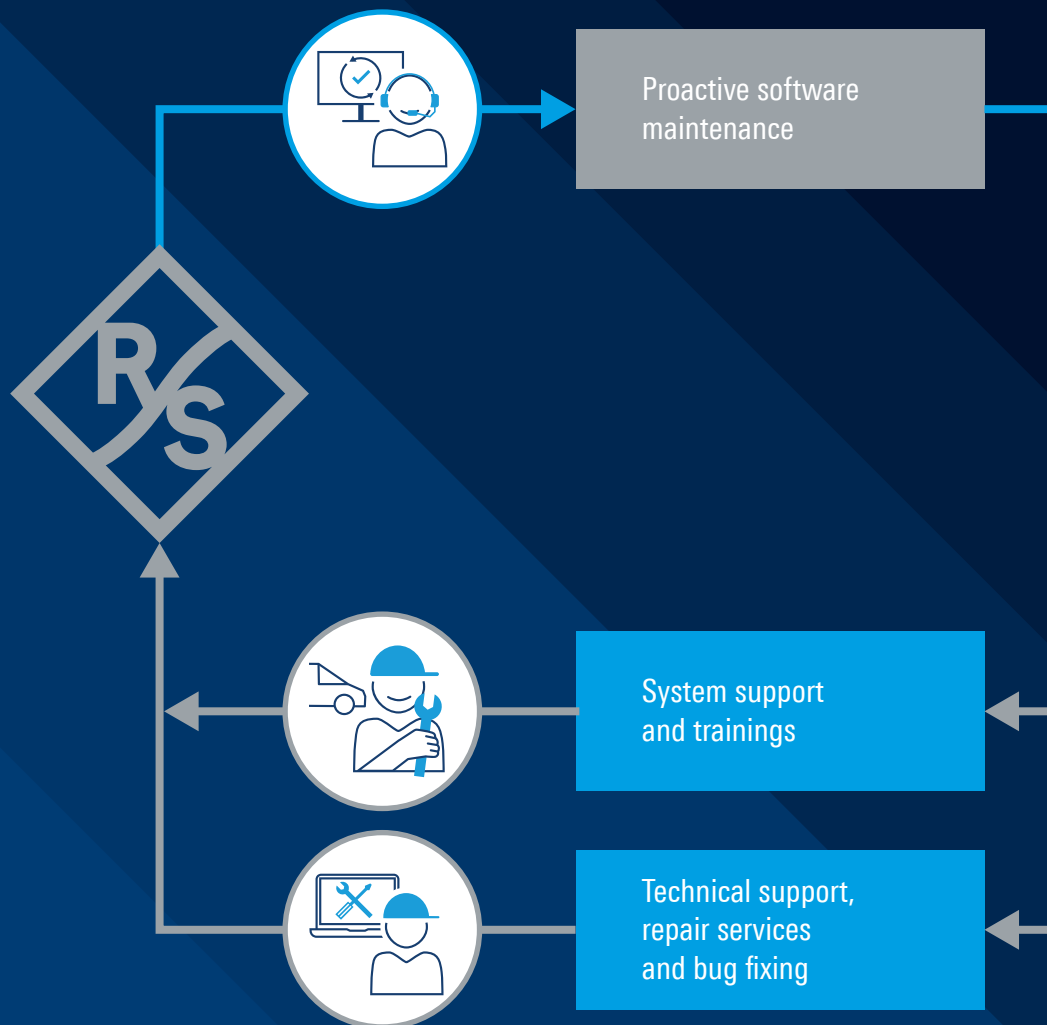


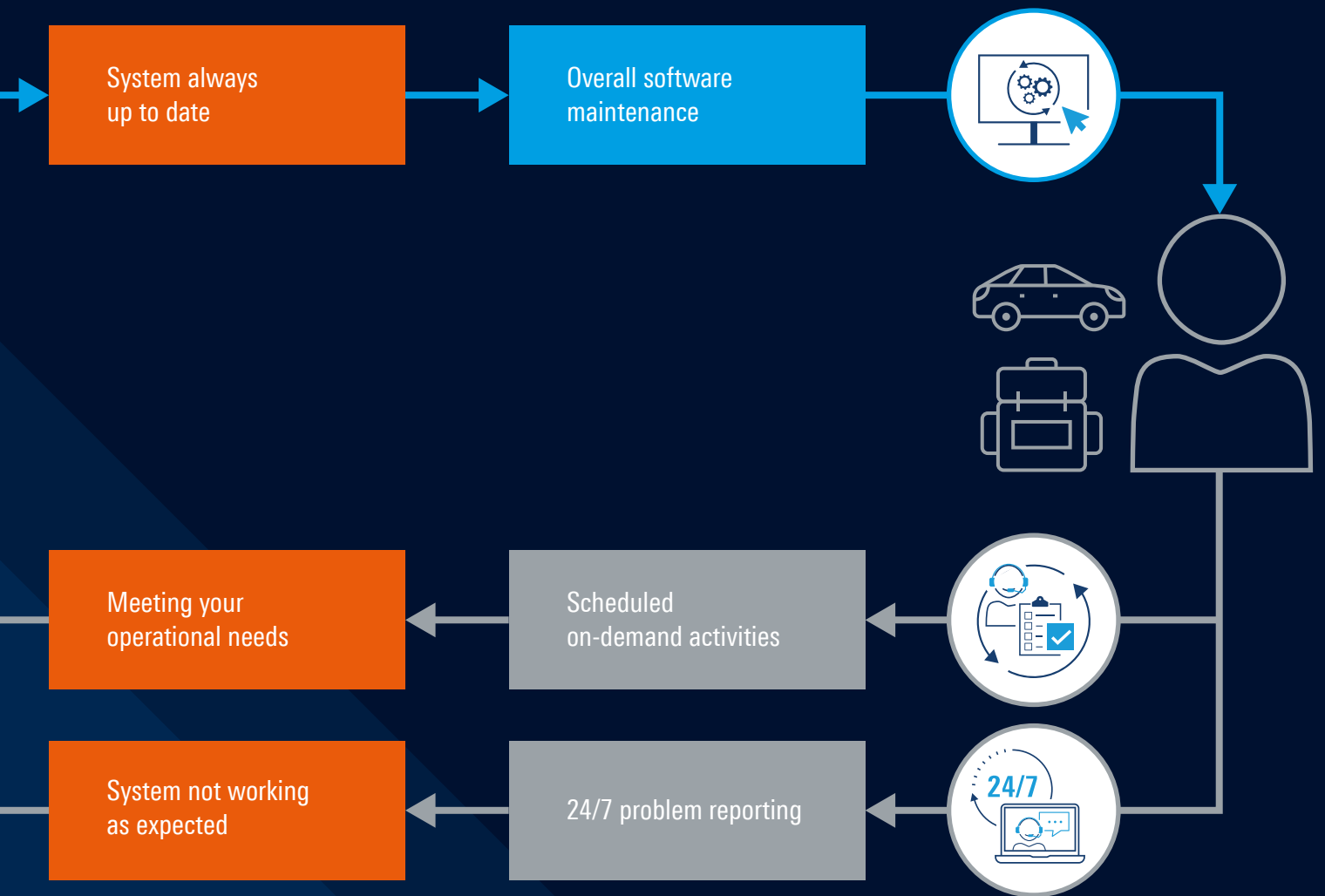
SERVICE HANDLED BY EXPERTS

When extreme system dependability is required, Rohde&Schwarz SLAs pay off. Highly qualified support staff respond to your requests in line with your needs and initiate the necessary next steps.

Our global service and support network ensures excellent customer care as well as smooth and reliable service. With Rohde&Schwarz, customers are always mission ready.

WITH US, YOU ARE ALWAYS MISSION READY





YOU HAVE THE CHOICE – ROHDE & SCHWARZ SERVICE LEVELS

PREDEFINED SERVICE LEVEL AGREEMENTS FOR MPM

With the SLA you define the scope of service that best suits your business and technical requirements. SLAs range from 24/7 access to the R&S Online Support Center to repair commitments, software maintenance and on-site support.

The SLA offers two different predefined service categories which can be combined and adapted with various optional services to meet your specific requirements. This maximizes your mission readiness and system reliability.





TABLE OF SERVICE PACKAGES

Service Level Agreement (SLA)	Basic	Premium
24/7 access to the R&S Online Support Center	●	●
Technical support operating hours	Business hours	Business hours
Technical support response time	●	●
	(for further details see sub table severity in the MPM service description)	
Repair commitment	●	●
Repair coverage	—	●
		(access to Rohde&Schwarz hardware loan pool)
Software maintenance Four releases per year	—	●
Software updates Bug fixing Security updates	—	●
Software upgrades Pattern updates Feature enhancements	—	●
On-site support	On-demand	●
		(four times per year included)
Preventive maintenance for vehicle integrated MPM systems at Rohde & Schwarz plant in Germany	On request	On request
Set of spare parts	Optional	Optional
Operation and maintenance trainings	On request	On request

● = included

— = out of scope

on-demand = defined price

on request = via separate offer

ROHDE & SCHWARZ AT YOUR SERVICE

Mitigate risks to system operations with a single trusted service partner. Our service and support processes ensure an excellent customer experience and seamless, efficient support – anytime, anywhere. No matter what the issue, we guarantee professional service assistance.



24/7 ACCESS TO THE ROHDE & SCHWARZ ONLINE SUPPORT CENTER*

The R&S Online Support Center offers you problem reporting around the clock from anywhere in the world via mobile or desktop devices. On the customer portal you can submit your support request, monitor status, and communicate with Rohde&Schwarz support teams without being stuck on hold on a customer hotline.



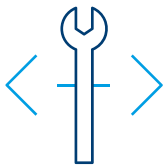
TECHNICAL SUPPORT

Rohde&Schwarz is your competent partner for all technical matters. Our qualified experts will provide you with solid advice and professional support tailored to your needs.



REPAIR COMMITMENT

Repairability for Rohde&Schwarz products is covered through the duration of the service contract. By making the relevant materials, required tools and test equipment available, Rohde&Schwarz commits to repair the system.



REPAIR COVERAGE

Rohde&Schwarz bears all expenses for repair activities (labor costs and material), and thus enables reliable budgetary planning for customers. To minimize downtime during repairs, premium-level SLA customers also have immediate and hassle-free access to a hardware loan pool.



SOFTWARE MAINTENANCE

MPM systems age fairly quickly due to rapidly changing networks and changing behaviors in new mobile phones. With this in mind, Rohde&Schwarz provides the relevant software updates, feature enhancements and modifications to address these issues as well as bug fixes and security updates. Our software maintenance helps you adapt to rapidly changing environments and systems to cope with emerging conditions and counter rapid system obsolescence.



ON-SITE SUPPORT

To keep your system mission ready at all times, Rohde&Schwarz support staff or certified service experts from dedicated subcontractors provide professional on-site support when service activities cannot be performed via remote support or as customer self-service.



PREVENTIVE MAINTENANCE FOR VEHICLE INTEGRATED MPM SYSTEMS

We perform on-demand services at the Rohde&Schwarz plant in Germany for vehicle integrated MPM solutions. Services like EMC/electrical safety measurement, EMF protection measurement, systems check and system test for integrated solutions are a part of our service portfolio.



SET OF SPARE PARTS

Optimized resolution times and system availability depend on ready access to spares, which is why we offer an extensive range of spare parts that can be provided under an individually agreed service contract and stored directly at the customer's site.



OPERATOR AND MAINTENANCE TRAINING

Rohde&Schwarz offers tailored training modules to enable effective system and software operation as well as maintenance. Our training is designed to both provide knowledge and help to reinforce that knowledge for better retention. Training promotes trouble-free system use and reduces downtime by getting new operators up to speed on the system quickly.

*) For certain projects, a dedicated additional line of communication for access to Rohde&Schwarz technical support may be necessary to respond flexibly to customer needs. This is subject to mutual agreement.

[Note: For further details on services and for performance parameters, see the MPM service description or contact your local Rohde&Schwarz sales representative directly.](#)

SERVICES THAT ADD VALUE

Protect yourself against future risks and benefit from our attractive services level agreement today.

- ▶ Worldwide
- ▶ Local and personalized
- ▶ Customized and flexible
- ▶ Uncompromising quality
- ▶ Long-term dependability
- ▶ Transparent costs for maximum efficiency and benefit
- ▶ Minimum downtimes and service times to optimize throughput
- ▶ Guaranteed long-term availability and operational system readiness for your system

EXCELLENCE FOR 90 YEARS

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 90 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.



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www.rohde-schwarz.com

Sustainable product design

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

Certified Quality Management

ISO 9001

Certified Environmental Management

ISO 14001

Contact us

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Always mission ready, Service level agreements for mobile phone monitoring

Data without tolerance limits is not binding | Subject to change

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