



# CUSTOMER

needs support

Calls central hotline  
24/7

1<sup>ST</sup> LEVEL SUPPORT (REMOTE)  
as initial point of contact

## PRODUCT-SPECIFIC SUPPORT LEVEL

### ★ CARE

- Available during business hours

### ★★ BASIC

- Guaranteed availability up to 24/7
- Defined response time
- Individualised billing

### ★★★ PREMIUM

- Guaranteed availability up to 24/7
- Defined response time
- Full cost control

If a problem can't be solved remotely,  
the customer is transferred  
to Customer Service.

### FLEX SERVICES

(at customer's request)

- Inspection
- Maintenance
- Repair
- Training
- Safety check

### INTERVAL SERVICES

(regularly as agreed)

- Inspection
- Maintenance
- Safety check

### PREMIUM SERVICES

(based on agreement)

- Full Service
- Logistics System Management

### MATERIAL MANAGEMENT

- Spare parts consulting
- Spare parts supply
- Spare parts pooling
- Spare parts processing

SUPPORT

SERVICE

SLA\*

\*24/7 availability and hotline, assured system availability, response times