

SERVICE

SERVICE PACKS **PRIORITY** AND **PRIORITY+**

Our **PRIORITY** pack provides you with VIP access to telephone support and priority order processing for remote maintenance and service calls.

To ensure trouble-free, long-term operation, **PRIORITY+** also offers extensive hardware and software maintenance once a year.

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



✔ DETAILED OVERVIEW OF YOUR ADVANTAGES

- PRIORITY access to **technical telephone support** via PIN entry during normal business hours (Mo-Fr 8am - 4.30pm)
- Priority access to **central service staff** via PIN entry during normal business hours (Mo-Fr 8am - 4.30pm)
- 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
- **PRIORITY+**: Extensive hardware and software maintenance once a year. This includes inspecting settings, system updates, data maintenance and testing hard disks and database size.

★ BONUS

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

★ 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



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

Contact

DESIGNA Verkehrstechnik GmbH Faluner Weg 3 24109 Kiel / Germany	T +49 431 5336-0 F +49 431 5336-260 info@designa.com www.designa.com
--	---

