



SERVICE

SERVICE PACKS **PROFESSIONAL** AND **PROFESSIONAL+**

With the **PROFESSIONAL** pack, you benefit from all the advantages of the Priority pack besides having access to 24/7 remote maintenance: 24 hours a day, 365 days a year.

The **PROFESSIONAL+** pack additionally provides the advantages of an extended on-site service.



✓ DETAILED OVERVIEW OF YOUR ADVANTAGES

- **24/7** remote maintenance - 24/7 standby
- 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
- Extensive hardware and software maintenance once a year. This includes inspecting settings, system updates, data maintenance and testing hard disks and database size.

PROFESSIONAL+ on-site service:

- Provision of an extended standby service by the respective regional on-site service team*
- The extended standby service is available Mo-Fr from 4pm-10pm and on Saturdays from 8am-10pm

★ BONUS

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

* not available in all regions

★ 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

