



TECHSYS Services

Our customer care doesn't end with delivery and commissioning



- **broad range of services**
- **short reaction time**
- **permanent comprehensive care**

We offer a broad range of services through which we can ensure comprehensive and long-term care for the products and solutions we supply. Our offering is conceived as a set of building blocks from which the customer can choose precisely what meets his needs. Our services respect the specifics of processes and technology to ensure that their reliability, availability and efficiency parameters are preserved. Starting with basic services, from periodic maintenance and supervision to full care for the installed and operated equipment base, we always offer our customers precisely what they need.

→ Basic Characteristics

- The offered services cover the entire life cycle of supplied products and solutions, from installation and specific phases of operation (test and trial operation variants), through the standard and extended warranty period, to a broad range of post-warranty care.
- The agreed-upon terms and conditions of care are flexible; we offer ongoing updates that react to changing conditions and operator requirements.
- We use a number of technologies enabling quick reaction and contact to support the services we provide.
- If the installed and operated equipment is upgraded (HW upgrade, SW upgrade and update), we will also adapt any related services.
- We will satisfy specific requirements regarding the availability and reliability of our products and solutions, especially in connection with applicable legislation such as the Cyber security Act or the Personal Data Protection Act, or in cases where the equipment is part of critical national infrastructure or is subject to other special legislation.
- The parameters and quality of our services fully respect relevant principles that are included in our quality assurance and work safety system, and all our activities take place with environmental protection in mind. We hold EN ISO 9001, EN ISO 14001 and BS OHSAS 18001 certificates.
- All processes that are part of the services we offer comply with the principles of our information security management programme. We are ISO/IEC 27001 certified.

→ Properties

- warranty and post-warranty care corresponding to the warranty period of the serviced equipment
- various types of service agreements - basic service agreement, SLA (Service Level Agreement), comprehensive service agreements
- requested service calls and services with explicit requirements for the type, content and scope of the service call, including technical consulting services
- unrequested service calls and services of stipulated type, content and scope - periodic tasks, preventive inspections, prophylactic inspections, on-line and off-line diagnostics
- selection of notification methods - via the help desk, via phone including the hot-line, via email or in writing
- the ability to specify individuals on the customer's end who are authorized to request, accept and confirm services
- support for services via remote access for products and solutions in operation
- products and solutions to support administration, diagnostics and maintenance of products and solutions in operation

→ Typical Parameters

- event and incident scalability according to priorities, including type, content and scope definition
- selectable service time parameters - reaction time, functionality restoration time, fault elimination time, including standard and express service variants
- selectable availability and reliability parameters for the functionality of supplied products and solutions, including availability combinations for various periods
- selectable service provisioning time parameters - 24/7, standard work and off hours, Saturdays, Sundays and holidays
- a broad pricing range and scalability for services, selectively with regards to service parameters, scope and contract duration
- selectable contract validity - automatic renewal, long-term guarantee of parameters or their flexible adaptation during a selected or agreed-upon period (annual, two or more years)
- a combination of flat fees and fees for defined tasks or general work, contractually defined rates, flat rate travel costs or payment per kilometre travelled and time on the road

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