CUSTOMER
needs support

Calls central hotline 24/7

1ST 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.

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

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