

ROHDE & SCHWARZ

Make ideas real



A PARTNERSHIP YOU CAN RELY ON

It goes without saying that our customers have to be able to rely on the availability of our high-precision and efficient R&S®QPS quick personnel security scanners and thanks to you as a certified service partner, they can. However, it is not only your customers who need a reliable service provider at their side, so do you as a partner.

Especially when an extremely high level of system reliability is required, our service partner agreements pay off. We have built up a reliable network of excellence and competence based on a three-level support structure. Benefit from a long-term, trusting partnership – a partnership you can rely on.



Abflug Departures
Gates G, H

Passportkontrolle
Security Check

Check-in

Abflug



THE ROHDE & SCHWARZ SUPPORT STRUCTURE

LOCAL SUPPORT

Level 1 support provides the customer with a first qualified remote response, resolves known issues and acts as the interface to field service and level 2 support.

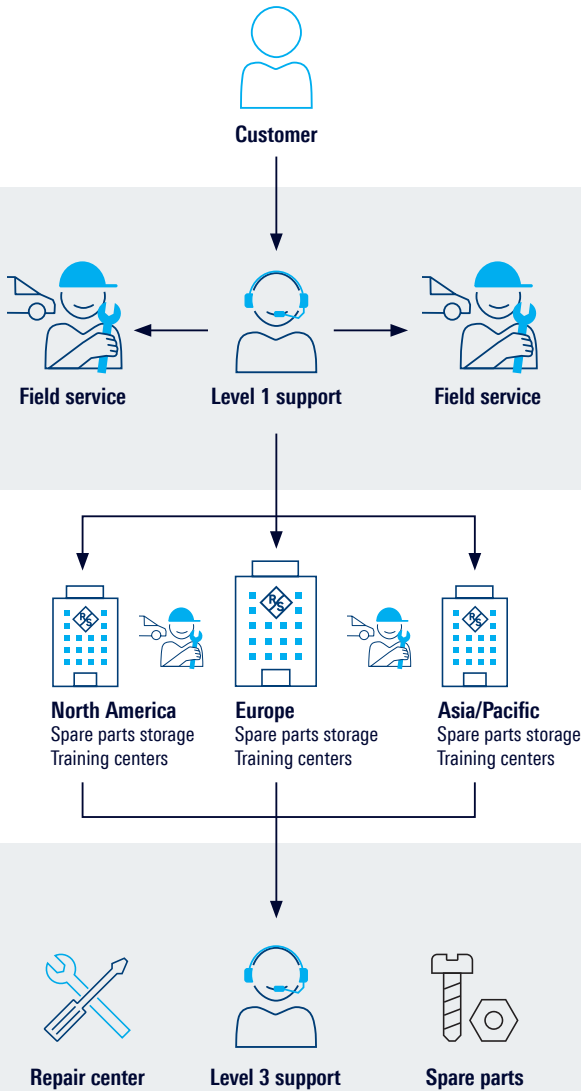
GLOBAL SUPPORT

Level 2 support covers in-depth analysis and handling of complex issues by specialized R&S®QPS technicians from global Rohde&Schwarz expert teams located in three regions. Level 2 support is provided via remote support and is authorized to forward very complex issues to level 3 support. Emergency on-site support on demand.

CENTRAL SUPPORT

Level 3 support is responsible for analyzing and handling very complex issues and is part of the R&D department at Rohde&Schwarz in Munich, Germany.

Spare part handling and the repair center are organized by Rohde&Schwarz production sites.



Field service

On-site support to find a quick and efficient solution, which might include immediate repair

Spare parts storage

Storage of Rohde & Schwarz spare parts at global distribution centers for maximum availability

Training centers

Global Rohde & Schwarz training facilities equipped with training equipment and skilled trainers to cover all training

Repair center

Handles repair of exchanged assemblies and components by specialized technicians at the central production plant in Germany

Spare parts

Rohde & Schwarz spare parts for the R&S®QPS, which are also used on the R&S®QPS production line, are produced and delivered by Rohde & Schwarz

SERVICE PARTNER KEY RESPONSIBILITIES

To ensure a superior customer experience, we rely on certified service partners. We have assigned the following duties and tasks to service partners and Rohde & Schwarz to ensure seamless service. The service partner agreement defines the relationship between Rohde & Schwarz and its service partners and specifies the responsibilities.

		Provided by service partner	Provided by Rohde & Schwarz
Repair	Customer interface for registering and entering failures	●	
	Organize on-site support if needed	●	
	Inform Rohde & Schwarz level 2 support via ticketing system about incident and planned on-site service	●	
	24/7 level 2 remote support		●
	Emergency on-site support		●
Maintenance and inspection	Coordination, documentation and performance of semiannual maintenance and inspection of each R&S®QPS	●	
Logistics	Spare parts available for customer needs	●	
	Annual review meeting (review of incidents and tickets)	●	●
	Coordination of outward transfer of faulty spare parts to Rohde & Schwarz after repair is completed	●	
Spare parts	Supply with spare parts		●
Training	Training of service and support technicians		●

HOW WE SUPPORT YOU AS A SERVICE PARTNER

We give you freedom without leaving you on your own. As a certified service partner, you always have the reassurance of a reliable partner at your side. Based on your infrastructure/organization and how you would like to support your customer, various service partner agreement agreements are available and either mandatory or optional for the service partner certification process.

Initial training and certification



Level 1 support

Excerpt:

- ▶ Overview and basics
- ▶ Operation (roles & functions)
- ▶ Secure file transfer
- ▶ Customer ticketing system
- ▶ Documentation standards
- ▶ Known errors database



Field service

Excerpt:

- ▶ Assembly and disassembly
- ▶ Commissioning SAT report
- ▶ Service user functions
- ▶ Maintenance activities
- ▶ Software updates
- ▶ Item replacement
- ▶ Faultfinding



Level 1 support and field service

Combined training with elements from level 1 support and field service



Refresher training

Excerpt:

- ▶ Analysis of field data
- ▶ Knowledge database
- ▶ Experience sharing
- ▶ Updates and new features
- ▶ Service tool innovations



24/7 remote support

- ▶ 2 hour response time
- ▶ Detailed error analysis
- ▶ Interface to emergency on-site support



Spare parts coverage

Covers spare parts and consumable consumption supply (after warranty period)



Maintenance releases

- ▶ Annual releases
- ▶ Software updates/modifications addressing, for example, bug fixes, stability issues or new security vulnerabilities



Performance check

- ▶ Deep investigation of compliance and given tolerances of components.
- ▶ Performance check certification



Obsolescence management

Early information about parts and assemblies that will become obsolete in the future



Emergency on-site support

Support by Rohde & Schwarz specialists

RECOMMENDED END CUSTOMER SERVICE LEVEL AGREEMENTS

To ensure the best possible reliability of your customers' systems, we flexibly align our services to specific requirements and adapt them to meet operational needs. To make configuration easier for you, we have three different predefined service levels.

Demands on systems and services can be customized according to your requirements, and this is exactly when our service level agreements pay off – you and your customers specify, we implement.

	Basic	Advanced	Premium
Repair time incl. necessary spare parts	96 h	48 h	24 h
24/7 problem reporting and overview of requests via ticketing system	✓	✓	✓
Remote support	Response: next regional operating day	Response: 6 h	Response: 2 h
On-site support – case by case (fixed on-site fee)	✓	✓	✓
Regular review meeting	✓	✓	✓
Operator training incl. refresher training	✓	✓	✓
Administrator training incl. refresher training	✓	✓	✓
Configuration management	✓	✓	✓
Maintenance releases	not available	optional	✓
Obsolescence management	✓	✓	✓
Regular (preventive) maintenance	optional	optional	optional
Regular performance check	on request	on request	on request
Remote system update	optional	optional	optional



YOUR BENEFITS AT A GLANCE

Our service partner program offers many advantages. On the one hand, we ensure a superior end customer experience thanks to a seamless service and support setup. And through certification training, Rohde & Schwarz as the manufacturer can pass on know-how and service standards directly to the contractually agreed service partner technicians and effectively contribute to continuous and excellent service quality.

- ▶ Expand your service portfolio significantly with a reasonable small additional effort
- ▶ We are always at your side when you need us – our 24/7 remote support
- ▶ You get easy access to Rohde & Schwarz through our global ticketing system
- ▶ Be always up-to-date and proactively receive R&S®QPS product information first hand
- ▶ Benefit from our manufacturer expertise

GETTING STARTED – HOW TO BECOME A SERVICE PARTNER

Every service partner technician who works with the R&S®QPS system is obliged to be certified by Rohde&Schwarz. Certification consists of specific training programs and a subsequent examination. Successful completion certifies the technician to work in the field as a trained service partner for one year. To retain the certified status, the service partner has to attend a refresher training once a year.

1

Contact us

- ▶ service-partner@rohde-schwarz.com

2

Align the scope of your service partner agreement

- ▶ Level 1 support
- ▶ Field service
- ▶ Level 1 support and field service

3

Sign your service partner agreement

4

Certification process

- ▶ Certify your technicians based on your service partner agreement.
- ▶ The trainings are held at a Rohde&Schwarz training center (Europe, Asia/Pacific, USA).
On request, trainings can be provided at a selected service partner or a Rohde&Schwarz subsidiary (separate quotation necessary).
- ▶ Trainings are either in German or English, the documentation is provided in English only.
- ▶ Participation requirements: technical background, IT & Windows know-how, proficiency in English or German.

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Refresh your certification

- ▶ Certifications expire after 12 months and need to be renewed by attending a refresher training

Service that adds value

- ▶ Worldwide
- ▶ Local und personalized
- ▶ Customized and flexible
- ▶ Uncompromising quality
- ▶ Long-term dependability

Rohde & Schwarz

The Rohde & Schwarz electronics group offers innovative solutions in the following business fields: test and measurement, broadcast and media, secure communications, cybersecurity, monitoring and network testing. Founded more than 80 years ago, the independent company which is headquartered in Munich, Germany, has an extensive sales and service network with locations in more than 70 countries.

www.rohde-schwarz.com

Sustainable product design

- ▶ Environmental compatibility and eco-footprint
- ▶ Energy efficiency and low emissions
- ▶ Longevity and optimized total cost of ownership

R&S® is a registered trademark of Rohde & Schwarz GmbH & Co. KG
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Service Partner Agreements for R&S®QPS
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