



RIEDEL CARE SERVICE LEVEL AGREEMENTS

Riedel Care is a suite of Service Level Agreements designed to provide additional support to protect your investment in Riedel products and solutions. With three tiers of Service Level Agreements, you can choose which one is right for your business based on the level of features, responsiveness and pricing.

Riedel Service & Support

We have a dedicated global team of highly trained technical support engineers who are ready to help with any technical or operational issues 24x7. We have repair and stock facilities throughout the world to ensure continuous operation of your products and solutions.

Key Benefits

- Dedicated and skilled global technical support teams
- 24x7 access to technical support
- Access to software releases
- Global repair and parts exchange service
- Committed response times
- Access to the Riedel Portal
- Access to Riedel Knowledge base

DISTRIBUTED SERVICE & SUPPORT



● Riedel Service, Support & Logistic Hub
○ Riedel Support

RIEDEL CARE

Standard / Enhanced / Premium

Three levels of care, designed for your success.

Standard

This entry level of Riedel Care is aimed at providing essential support for your products.

You will also have access to 8x5 telephone support with committed response times as well as enhanced repair turnaround times. Riedel Care Standard also provides access to software maintenance releases keeping your products up to date.

Enhanced

Riedel Care Enhanced is aimed at more critical deployments where a higher prioritisation and a more comprehensive set of support services are needed.

In addition to the elements included within Riedel Care Standard, the Enhanced tier provides you with faster response, advance part replacements and software update and upgrade releases, which include new features and functionality.

Premium

Riedel Care Premium is for the most complex or critical deployments where the highest prioritisation and the most comprehensive set of support services are required.

Our Premium tier includes all of the services provided in the previous care packages and adds on-site assistance for resolving critical issues, software upgrades for all the latest features and functionality, support for third party products purchased as part of an overall system from Riedel and periodic service reviews.

Riedel Care

FEATURES	NO SLA	STANDARD	ENHANCED	PREMIUM
Phone Support				
8x5	✓	✓	✗	✗
24x7	✗	✗	✓	✓
Email Support	✓	✓	✓	✓
Portal Support	✓	✓	✓	✓
Software Maintenance Updates (Bug Fix - v1.0 -to v1.1)	✓	✓	✓	✓
Software Version Upgrades (i.e. v1.0 to v2.0)	✗	✗	✓	✓
Remote Dial in Support	✗	✗	✓	✓
On Site Support (Emergency Response)*	✗	✗	✗	✓
Repairs	Fixed Price	✓ included	✓ included	✓ included
Knowledge Base	✓	✓	✓	✓
Annual On Site System Check	✗	✗	✗	✓
RESPONSE TIME				
Emergency and High	Best Effort	4 hours	1 hour	30 mins
Medium and Low	Best Effort	2 Business Days	Next Business Day	Same Business Day
Portal or Email Response Time (all severities)	Best Effort	2 Business Days	Next Business Day	Same Business Day
Critical Remote Dial in Support Response Time	-	-	4 Hours	2 Hours
Critical On Site Response Time	-	-	-	Despatch 24 hours
Hardware Advanced Exchange or Repair Time	Best Effort	20 Business Days	15 Business Days	10 Business Days

*On site support will be provided where both telephone and remote dial in support has not been able to restore the system

