

DVS TECHNOLOGY GROUP

# Maximum machine availability thanks to our support subscriptions

Standing still is not an option. Our support subscriptions offer you more than just security - they are the key to maximum availability and optimum performance.

## The perfect combination of on-site service and digital innovations

Our subscriptions combine proven on-site service with state-of-the-art digital technology. DVS Service offers tailor-made solutions for efficient and future-proof production.



## YOUR BENEFITS AT A GLANCE

### 1. Prioritized support

- Faster response times, highest priority
- Minimized downtime through expert support

### 2. Predictable costs

- Transparent prices without surprises
- Reliable budgeting for long-term planning

### 3. Increased machine availability

- Faster response times
- Remote solutions shorten downtimes
- Highly qualified specialists solve your problems

### 4. Qualified help on call

- Safety even without an acute emergency
- Fast, competent expert support

### 5. Cost efficiency through remote support

- Reduction of high technician costs
- Preferential prices for remote support save in the long term

**With our support subscriptions, you always stay one step ahead and ensure efficient, cost-effective and fail-safe production.**

<https://www.dvs-technology.com/en/dvs-group/service/service-subscriptions>

	Basic	Standard	Premium
<b>Services</b>			
<b>Availability</b>	8 – 17 h	7 – 19 h	24 h/Tag
<b>Response time initial contact</b>			
Urgency level 1	4 h	3 h	2 h
Urgency level 2	6 h	5 h	4 h
Urgency level 3	8 h	7 h	6 h
<b>Fault report</b>			
via ticket system via customer portal	✓	✓	✓
via e-mail	✓	✓	✓
<b>Fault processing</b>			
via e-mail	✓	✓	✓
via telephone	✓	✓	✓
via video chat	✓	✓	✓
Remote Access**	✓	✓	✓
<b>Response time on-site support</b>			
Urgency level 1	96 h	72 h	48 h
Urgency level 2	120 h	96 h	72 h
Urgency level 3	144 h	120 h	96 h
First 15 min free	-	✓	✓
<b>Special price Remote hourly packages</b>	min. -10 %	min. -15 %	min. -20 %
<b>Digital services</b>			
DVS Connect customer portal	✓	✓	✓
Connect machine file	✓	✓	✓