

System Support Contract – PLATINUM GLOBAL

Part number ASSCPG-33869

In order to meet demand for test-system support during project-critical periods such as new product introduction and addition of new system features, we offer a range of support contracts designed to meet your specific requirements. Our SSC packages provide you with the confidence that when you do need support it's there. When purchasing one of our support contracts you have the peace of mind that help is at hand when you need it, with no need to raise additional purchase orders that can take time to organize.

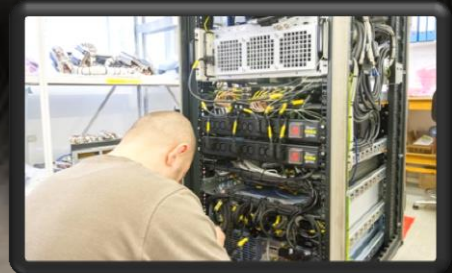


All the support you need, when you need it

Our experienced engineering resources can assist with diagnosing and troubleshooting, integration of new system features or adding new software updates as your requirements develop. By choosing one of our SSC packages, you get a block of support hours and a guaranteed response time based on your business needs. The support covers all test engineering disciplines that Amfax provides enabling you to pick and choose the type the support you need when you need it. Our Global package is designed for companies requiring support for systems globally

Benefits

- Guaranteed support across all Amfax engineering disciplines
- Known number of support hours monitored weekly
- Easy to order using one fixed price item
- Use the support when you need it
- Can be transferred to other projects
- Your own personal support manager
- Reduces need for raising additional support purchase orders



What's included

- 400 hours of support of any Amfax engineering discipline
- 2 hour initial contact response time for any support request
- 12 months to use your support
- Your personal support card including unique support number and support validity details
- Access to your own personal support manager
- Can be used for preventative system maintenance activities



The SSC will be invoiced on receipt of your purchase order. Any support hours not used in the timeframe specified will become invalid. You can decide when you would like the support to commence. Platinum SSC Global can be used in conjunction with any other SSC product to increase support hours required. On site support days will be charged at our on site daily rate plus travel and subsistence expenses charged at cost + 15%. A minimum of 3 consecutive days of on site support will need to be ordered. Amfax will manage the support which will be conducted in English