

SYSTEM SUPPORT CONTRACTS (SSC)

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 test system 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.

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

SSC Package	Hours of support	Length of support	On-site days included	Part number
PLATINUM	400	12 Months	6	ASSCP-33869
GOLD	240	9 Months	4	ASSCG-33868
SILVER	120	6 Months	2	ASSCS-33867
BRONZE	40	3 Months	1	ASSCB-33866