

Kilchenmann ServiceCare

Your professional
service packages



Kilchenmann

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Ensure optimal operation of your system for longer and save costs: at Kilchenmann ServiceCare, we give our customers four different service packages to choose from, allowing them to select the package that meets their unique needs.



Basic

Rooms with a simple AV/UC system, for example: display, Rally Bar, HDMI connection, ClickShare etc.



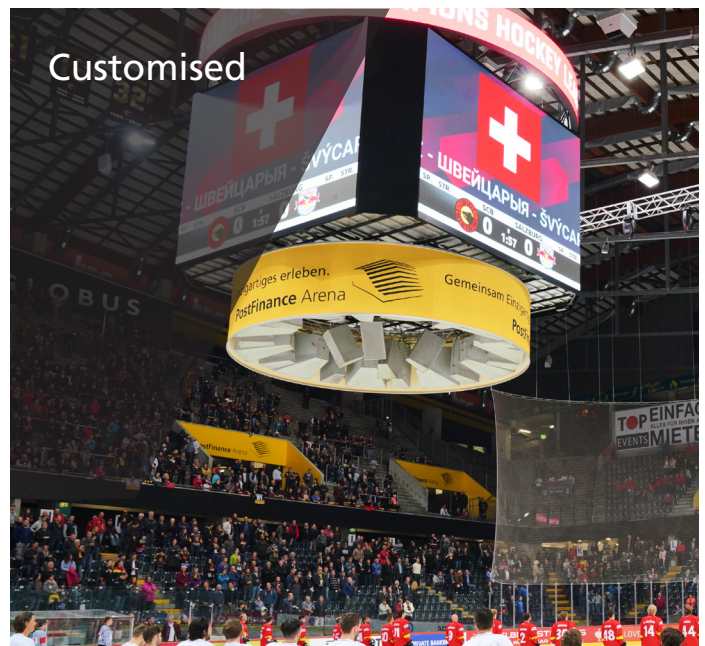
Professional

- Conference rooms, training rooms, simple auditoriums, UC systems
- Simple evacuation systems (building announcement)
- Digital signage systems



Premium

- Boardrooms, auditoriums, crisis rooms, operations centres
- Digital signage systems
- Evacuation systems



Customised

- Systems with stringent requirements regarding attendance times or additional services such as monitoring
- Submissions with particular specifications

Our service packages

	Basic
Requirements	None
Service times	7.00am to 6.00pm (on workdays, excluding national holidays)
Response time	1 hour * ¹
Intervention time	Depends on availability
On-site intervention	Depends on availability
Troubleshooting time	Depends on availability
Preventive maintenance	✗
Service management	Once yearly reporting and lifecycle review
Configuration management	Included
General changes	Depends on offering and cost/work involved
Software/hardware release, software updates	Depends on offering and cost/work involved
Kilchenmann pool of rental equipment	✓ (Depends on availability)
Replacement-equipment concept and replacement-equipment management (equipment procurement depends on cost/work involved)	✗
Consumables and expendables	Depends on cost/work and materials involved
Troubleshooting (work)	On-site operations, depends on cost/work and materials involved
Web portal for ticket overview	✗
Settlement of the account	Fixed annual fee, incidents and changes based on work carried out
Options	Preventive maintenance

Professional

Premium

Customised

Remote access available

Remote access available

Remote access available

7.00am to 6.00pm
(on workdays, excluding national holidays)

7.00am to 6.00pm
(on workdays, excluding national holidays)

The customised service package is defined and priced on an individual basis.

30 minutes *¹

15 minutes *¹

In addition to the services offered in the Basic, Professional and Premium service packages, additional services

6 hours *¹

2 hours *¹ *²

such as the following are possible:

24 hours *¹ *²

12 hours *¹ *²

- Service design
- Transfer of existing equipment/systems
- Service transition
- On-site (resident) support

48 hours *¹ *³

24 hours *¹ *³

Once yearly

Once yearly

Once yearly meeting with reporting and lifecycle review

Twice yearly meeting with reporting and lifecycle review

Included

Included

Depends on offering and cost/work involved

Depends on offering and cost/work involved

Depends on offering and cost/work involved

Depends on offering and cost/work involved

✓ (Depends on availability)

✓ (Depends on availability)

(✓) Replacement-equipment concept

✓

Depends on cost/work and materials involved

Depends on cost/work and materials involved

Fixed fee per operation
Remote intervention included

Included

✓

✓

Fixed annual fee, incidents and changes based on work carried out

Fixed annual fee, changes based on work carried out per request

- Additional preventive maintenance
- Software maintenance

- Service times 24/7
- Software maintenance
- Additional preventive maintenance

*¹ Within the service times

*² From receipt of the fault report, excl. weekends and national holidays

*³ In some cases, the resolution time can only be guaranteed if there is a replacement-equipment concept

Speak to us about our service packages – we are happy to advise you!

Your benefits

The issues and communication challenges you face are as varied as our skills. Whether our customer or partner – your

needs drive our daily work. Take a look at our full-service package.



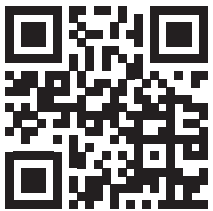


Your point of contact for Kilchenmann ServiceCare

Service desk

Tel. 0800 811 500

servicedesk@kilchenmann.ch



www.kilchenmann.ch/kontakt

**Kilchenmann is Switzerland's leading company for
professional audio, video and communication technology.**

Our 360° offering includes innovative AV media systems,
digital signage, UC/VC solutions as well as all the associated
services, from planning, engineering, installation
and rental to the servicing and operation of such systems.

Kilchenmann
INTERNATIONAL

Kilchenmann is GPA Switzerland | Liechtenstein



Quality assurance thanks
to ISO certification