

# Break the barriers of product lifecycles with **SERVICES AND SUPPORT**

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▶ **DESIGNED TO DELIVER EXCEPTIONAL PEACE OF MIND**

Service and Support Portfolio

▶ **GLOBAL INTELLIGENCE, PERSONAL ATTENTION**

Extended Support Services  
Kontron Academy Training

▶ **FOCUS ON YOUR BUSINESS,  
GROW AND PROTECT YOUR INVESTMENT**

Extended Warranty  
Professional Services  
Enhanced Repair Services

POSSIBILITIES START HERE



**kontron**

## FOCUS ON YOUR BUSINESS: GROW AND PROTECT YOUR INVESTMENT

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Helping you throughout the entire product lifecycle, Kontron's industry-leading support specialists are always available. As your trusted advisor and partner, development for your application is quicker, needing fewer resources so you can get your breakthrough products to market faster with lower risk.

### YOU WILL BENEFIT FROM:

- ▶ Faster time-to-market
- ▶ Reduced risk
- ▶ Technology investment protection
- ▶ Optimized OPEX and streamlined engineering resources



**KONTRON CAN HELP YOU TO BUILD AND SUPPORT MORE SUCCESSFUL PRODUCT LIFECYCLES.** OUR SERVICE AND SUPPORT PORTFOLIO IS DESIGNED TO EXTEND THE BENEFITS OF OUR INDUSTRY-SPECIFIC KNOWLEDGE WITH OUR GLOBAL POWER - ENABLING YOU TO BREAK THE BARRIERS OF TRADITIONAL PRODUCT LIFECYCLES.

## ▶ EXTENDED WARRANTY

Kontron offers its world-class extended warranty programs so your technology investments are protected. Assuring after-market support that saves time and costs, Kontron has your product covered with comprehensive plans. Globally available, simply call your local geographic office for product concerns and warranty claims.

### **BENEFITS OF COMPREHENSIVE COVERAGE:**

- ▶ Worry-free service: from highly-skilled engineers
- ▶ Manage costs: additional coverage for 1, 2 or more years at affordable rates
- ▶ Simplified RMA process: fast and efficient

## ▶ ENHANCED REPAIR SERVICES

Kontron offers new services designed to help you minimize downtime, ensuring financial success for your company. Unexpected equipment failure can cause major disruption to your business. Kontron is the ideal choice as your business partner to protect your investment and enable reliable long-term deployment.

### **ADVANCED REPLACEMENT AND HOT SWAP BENEFITS:**

- ▶ Minimizes downtime
- ▶ Kontron-managed inventory logistics
- ▶ Simplified return process
- ▶ 1, 2 and 3 year purchase options

### **EXPEDITED REPAIR SERVICE BENEFITS:**

- ▶ Up to 72-hour turnaround
- ▶ Minimizes downtime
- ▶ Kontron expertise for peace of mind

## ► PROFESSIONAL SERVICES

From design, integration and customization to testing, prototyping and after-market technical support, Kontron has you expertly supported. With Kontron as your trusted advisor and partner, you are free to focus on what you do best while opening boundless opportunities to increase the overall value of your application.

### SUPPORT OPTIONS:

- Board Bring-Up
- Software
- Complete Testing
- Dedicated On-Site
- Training
- Design-In
- Prototype
- Customization
- Application Verification
- Customer Product Specifications

### FULL RANGE OF SUPPORT

Tap into Kontron's proven expertise in development, sustaining engineering and lifecycle management.

### SOFTWARE MANAGEMENT

Stay focused on the core development and simplify software management.

### TESTING

Speed your time to market with our comprehensive testing support.

### KONTRON ACADEMY TRAINING

On-site or online training services enable your team to reach their full potential.



# GLOBAL INTELLIGENCE, PERSONAL ATTENTION



Kontron has global tech hubs in North America, Europe and Asia. A global presence also allows us to provide same time-zone technical support, decrease lead times and provide in person services while completing all repairs in-house through our team of highly skilled technical specialists.

Offered in a tiered approach and packaged for simplicity, Kontron's extended support services allow customers to select the right service level for their specific needs based on projected response times and support for critical and major issues. No other service provider can deliver Kontron's extensive capabilities.

## ▶ EXTENDED SUPPORT SERVICE PROGRAMS

FEATURE	SILVER	GOLD	PLATINUM 24 / 7
* First response time: Critical or major issue	3 working days	24h on business days	1h
* First response time: Other issue	7 working days	3 working days	1 working day
* Access to knowledge database (FAQ)	x	x	x
* Monitored email support	x	x	x
Live telephone support		x	x
Assigned engineer (critical and major issues only)	x		
Dedicated engineer (critical and major issues only)		x	x
Service availability	8am-5pm Monday-Friday (PT, CT, ET)	8am-5pm Monday-Friday (PT, CT, ET)	24 / 7
Performance reports (every 6 months)	x	x	x

\* indicates standard service offering

Find out more about our Service and Support Programs:  
<http://www.kontron.com/support-and-services>



## About Kontron

Kontron, a global leader in embedded computing technology and trusted advisor in IoT, works closely with its customers, allowing them to focus on their core competencies by offering a complete and integrated portfolio of hardware, software and services designed to help them make the most of their applications.

With a significant percentage of employees in research and development, Kontron creates many of the standards that drive the world's embedded computing platforms; bringing to life numerous technologies and applications that touch millions of lives. The result is an accelerated time-to-market, reduced total-cost-of-ownership, product longevity and the best possible overall application with leading-edge, highest reliability embedded technology.

Kontron is a listed company. Its shares are traded in the Prime Standard segment of the Frankfurt Stock Exchange and on other exchanges under the symbol "KBC". For more information, please visit: [www.kontron.com](http://www.kontron.com)



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