KeysightCare

Accelerate the Win

KEYSIGHT
TECHNOLOGIES

ACCELERATE THE WIN.

Technology continues to grow in complexity and that means small issues can escalate into big problems rather quickly. That's where KeysightCare comes in. It helps remove the obstacles to your success by providing dedicated technical service and support, highly skilled experts, and committed turnaround times. Activate KeysightCare to solve problems and accelerate the win.

Accelerate your development

When small problems pile up and workflows break down, it can throw your plans in doubt. Stay ahead of the curve: KeysightCare is a priority-one connection between our resources and your teams. Through committed, accessible, and proactive engagement, we will help you improve time to market, reduce costly unplanned downtime, and delays.

Whether you have a test equipment question, a calibration or repair issue, we know response time counts. KeysightCare provides complete customer care, far beyond basic warranty, including:

- Repair and calibration coverage with committed turnaround times.
- Access to technical experts with committed response times and a 24/7 knowledge center.
- Software updates and enhancements.
- Proactive firmware and software notifications.
- Service tiers designed to fit your business needs.

Change the game with committed levels of service and support

Increase the productivity of your engineering teams with access to highly skilled technical experts, productivity tools, and an online knowledge center to help you stay on top of fast-changing technologies and standards. Design and test equipment is changing as quickly as the products you are creating. KeysightCare ensures your hardware and software stay current, which gives you an edge to get to a final product faster.

Speed time to market with support that keeps your test assets current

Improve the predictability of your products through scheduled calibration of your test equipment. With KeysightCare, you will have one less thing to worry about. Our global team of support specialists understands your unique test configurations and delivers certified precision for every specification, every time.

KEYSIGHTCARE

Timely software and performance updates to protect your investment

KeysightCare delivers updates and enhancements to ensure your team receives the latest technologies for improved performance and precision. Receive proactive notifications of the latest software and firmware updates. Boost your team's effectiveness with access to our 24/7 online Knowledge Center and efficient technical experts.

More effective engineering through predictable response

Get support and answers when you need them. Our service-level agreements prioritize your issues to your selected response times, while a dedicated portal lets you track your support cases and access relevant knowledge center expertise.

FLEXIBILITY

Whether your organization's 24/7 innovations are in 5G, automotive, aerospace defense, or other applications, you need to depend on superior test assets and resources to produce successful results. KeysightCare goes beyond basic warranty to offer five tiers of progressively advanced support to address your unique application needs. Whether receiving accelerated response times, keeping your equipment operating like the day you purchased it, or access to experts is most important to you, there is a tier of KeysightCare that is right for you. Every support tier includes access to the Keysight Support Portal and Knowledge Center where you can find answers, manage service requests, and interact with Keysight experts familiar with the instruments and software you are using and the challenges you face.

KeysightCare **Technical Support**
Assistance

Reduce risk and avoid project delays with technical support coverage for all your Keysight products regardless of use model, warranty period, or discontinuance status. Get personalized technical support that offers a committed response by KeysightCare technical support.

KeysightCare **Assured:**
Committed

Innovative device designs and test systems face continually growing requirements. KeysightCare Assured provides increased support to match your application needs. When your engineers have questions, they need answers fast. KeysightCare Assured is a commitment to respond to your technical needs quickly. When unexpected repairs are necessary, you can count on a dedicated repair service turnaround time to get you back up and running.

KeysightCare **Enhanced:**
Priority

When keeping product design, development and manufacturing on track is your top priority, you need dependable, accurate and repeatable results. KeysightCare Enhanced provides fast answers for unexpected test challenges and includes a calibration service of choice based on the equipment's recommended calibration interval. Keep your project schedules on track and receive priority support and even faster turnaround times for repairs and calibration to optimize your equipment.

KeysightCare **Software: Support** Subscription

Ensure your software test and design tools are current and include the latest standards with KeysightCare Software Support which provides proactive notifications and software updates. Receive priority access, with a committed timeframe, to application experts who are familiar with Keysight software and the latest standards. Our experts can advise techniques to help you stay within the most challenging emerging technology test limits.

WINNING IN YOUR MARKETS

KeysightCare is a priority-one connection between our resources and your teams. Through committed, accessible, and proactive engagement, we will help you remove the barriers to success. Activate KeysightCare and accelerate the win no matter what business you are in.

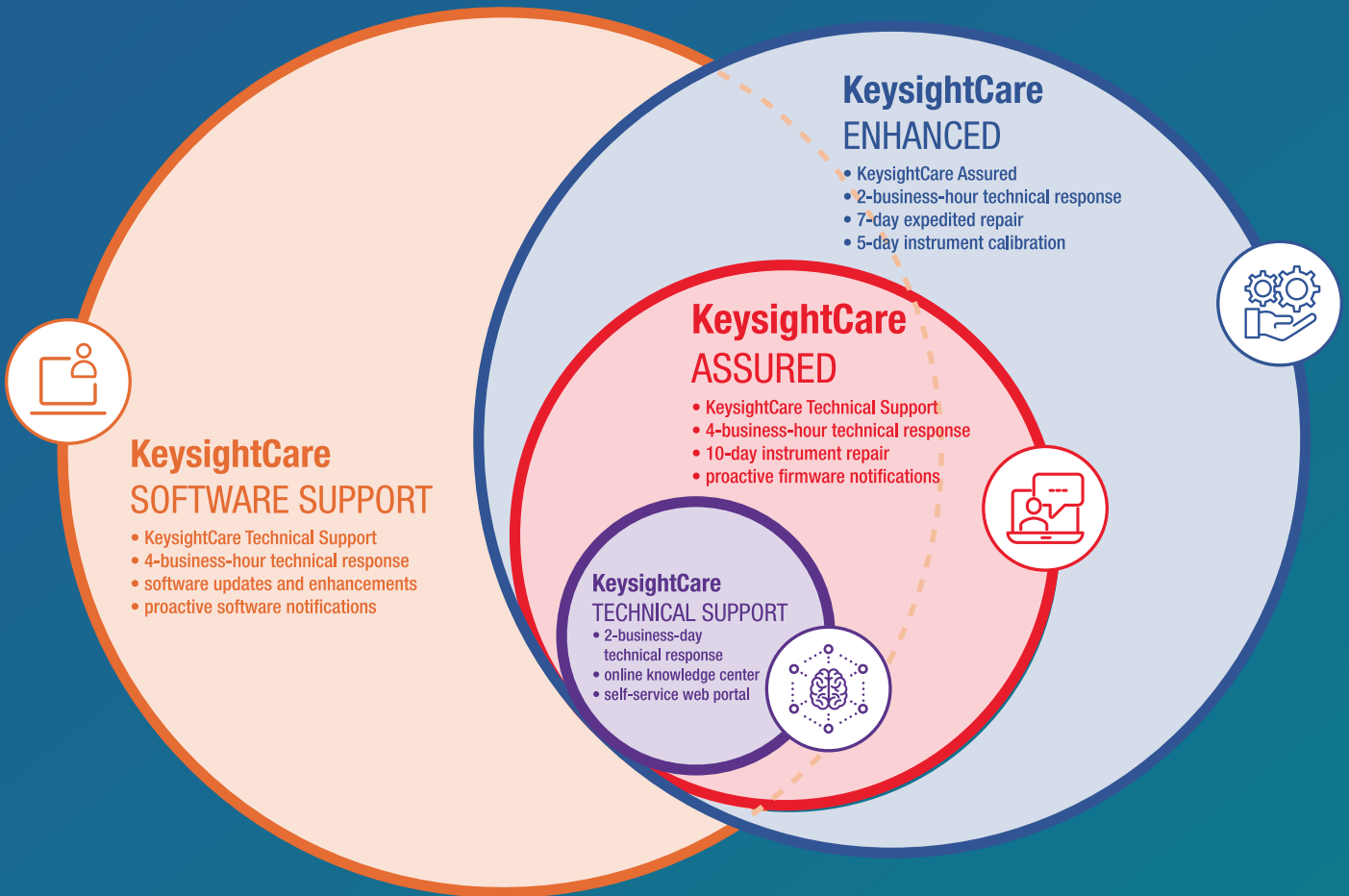To learn more, contact your local Keysight representative or visit us online at:

www.keysightcare.com

KEYSIGHTCARE

**Committed Service and Support
Scaled To Your Needs**

**KeysightCare
ENHANCED**
• KeysightCare Assured
• 2-business-hour technical response
• 7-day expedited repair
• 5-day instrument calibration

**KeysightCare
ASSURED**
• KeysightCare Technical Support
• 4-business-hour technical response
• 10-day instrument repair
• proactive firmware notifications

**KeysightCare
SOFTWARE SUPPORT**
• KeysightCare Technical Support
• 4-business-hour technical response
• software updates and enhancements
• proactive software notifications

**KeysightCare
TECHNICAL SUPPORT**
• 2-business-day
  technical response
• online knowledge center
• self-service web portal

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We appreciate accessibility, reaction time
and commitment of the KeysightCare
technical support engineer and of course
the solution of the problem.
Everything was perfect!"

Peter Glatzel, Dipl. Ing., Elmos
Semiconductor SE