AVL CARE™

Connecting with Customer Objectives

AVL List GmbH

CUSTOMER TESTING CHALLENGES

Productivity pressure

Limited maintenance windows

Global operations

Maximizing value of investments

Budgets constraints
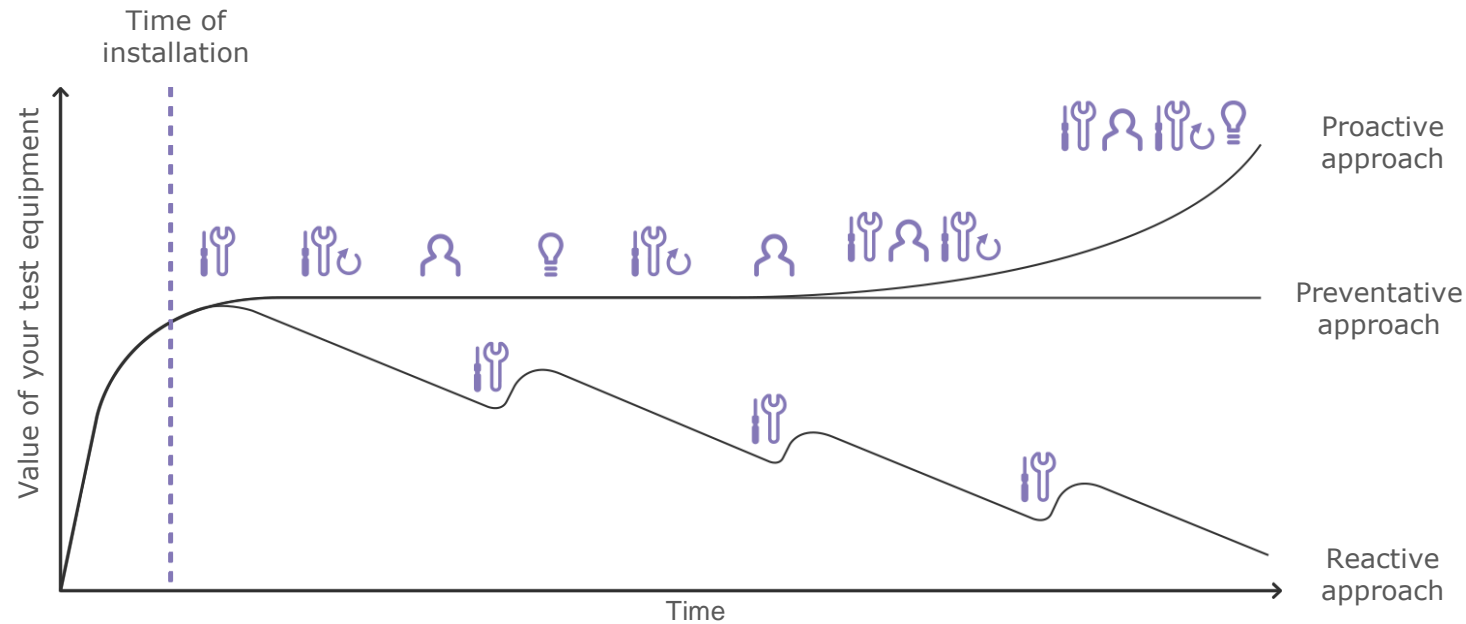
Availability targets

New test cycles

24/7 Testing

MAXIMIZING THE VALUE OF TEST SYSTEMS

Value

…is individually defined by the customer objectives:
- Technical availability
- Utilization
- Productivity
- Data quality
- …

The right

Approach

can be chosen by the customer.

AVL CARE™

IS A
PROACTIVE SERVICE PACKAGE

**WHICH IS FULLY LINKED TO
INDIVIDUAL CUSTOMER OBJECTIVES
AND MEASURED BASED ON AGREED KPI'S**

SOFTWARE CARE ELEMENTS

CARELine SUPPORT

- One dedicated contact person as Single-Point-Of-Contact

- 24/7 accessibility

- Shorter solution times (higher priority)

- Access to AVL CARE World (eSupport)

- Online case status information (tracking)

- Performance commitments

SW MAINTENANCE

- Fast elimination of single issues by using SW patches

- Fast availability of actual maintenance releases and Hotfixes

- Risk reduction by proactively deploying SW maintenance improvements (preventive maintenance)

- Testing in a customer specific simulation environment (Virtual Testbed)

SW SUBSCRIPTION

- Productivity and competitiveness enabled by access to latest software versions

- Fulfillment of the latest requirements for testing

- SW licenses purchasing model over time instead of one time investments

AVL CARE™ AIMS TO SUPPORT YOUR INDIVIDUAL SUPERIOR TARGET (KPI BASED)

TYPICAL KPI'S ARE TECHNICAL AVAILABILITY, TEST FIELD PRODUCTIVITY OR INVESTMENT UTILIZATION

HARDWARE CARE ELEMENTS

AVL

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- Performance commitments

ON-SITE SUPPORT

- Optimized planning of preventive maintenance as well as product / system calibration based on aligned annual maintenance calendar

- Operation Support

SERVICE VALUE PACKS

- Onsite interface for all issues and questions

- Root cause analysis & continuous improvement

- Application Support

- (Newcomer-) Training

- Product Life Cycle and update planning

- Onsite Spare Part Stock

- Rental devices for time of maintenance

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TYPICAL KPI'S ARE TECHNICAL <u>AVAILABILITY</u>, TEST FIELD <u>PRODUCTIVITY</u> OR INVESTMENT <u>UTILIZATION</u>

CONNECTING WITH CUSTOMER OBJECTIVES

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HARDWARE

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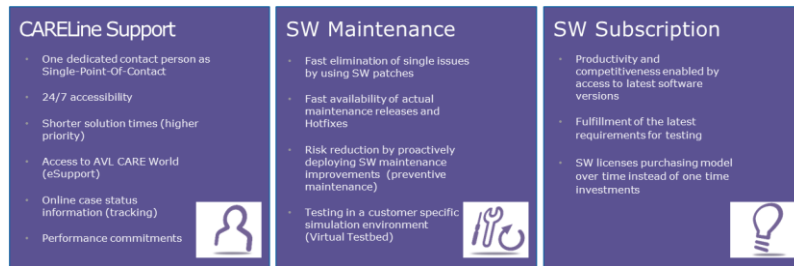- Operation Support

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Customer KPIs

- Service elements for SW & HW tailored and combined according to customer objectives

- Content and KPIs continuously reviewed and optimized based on regular reviews and reports

- Mid to long-term partnership to support and enable strategic customer targets

OUR REFERENCES

7 CARElines around the globe for dedicated 24/7 support

60 CARE contracts with key customers

1400+ Testbeds managed by premium AVL CARE support

SELECTED CUSTOMERS

THE AVL CUSTOMER SERVICES PORTFOLIO

EXPERIENCE THE ADDED VALUE.

FIX
Hotline Support
Hardware Repair
Spare Parts Management

MAINTAIN
Equipment Calibration
Hardware Maintenance
Software Maintenance
Device Overhaul

USE
Training
Start-up & Operation
Support
Testbed Operations

OPTIMIZE
CAREline Support
Software Subscription
Application Support

INTEGRATED RESIDENT SERVICES
Make or buy

APPLICATION SERVICES
Doing the right things right

AVL CARE™
Connecting with Customer Objectives

SERVICE MODULES

SERVICE SOLUTIONS

AVL CARE™
- Tailored service packages for hard- and software to support strategic customer targets

Contact
- customer.services@avl.com or your next AVL customer service office

EXPERIENCE THE ADDED VALUE.
CUSTOMERS OBJECTIVES ARE OUR MISSION

customer.services@avl.com