



# INTEGRATED RESIDENT SERVICES BY AVL

A successful option when deciding for  
make or buy

AVL List GmbH

Public

# CUSTOMER CHALLENGES



**WHAT'S ABOUT A**

**PARTNER**

**WHO TAKES CARE ON TASKS YOU  
AREN'T ABLE TO DO?**



# ADDING VALUE INTO DIFFERENT PROCESSES

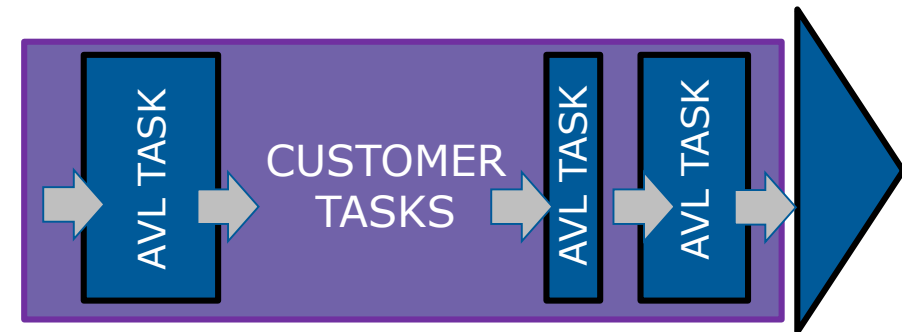
## 1. AVL in the secondary value creation chain

- AVL is supportive to customers primary tasks
- AVL acting as enabler for customers operations



## 2. AVL stepping into the primary value creation

- AVL taking over tasks within customers testing operations
- AVL embedded into customers production/testing processes



# POSSIBLE ROLES

## Primary Roles

### Team Lead Testing

- Planning (Resources, Testbed disposition, etc.)

### Application / Test Engineer

- Expert on Automation / Efficient test execution

### Application / Methodology Engineer

- Expert on Methodology / Efficient test design

### Operator

- Operation of Testbeds

### Mechanics

- Pallet rigging / mechanical work on engine

### System Admin

- E.g. Host

## Secondary Roles

### Maintenance Engineer

- Preventive and corrective maintenance for AVL and non AVL equipment

### Logistics Coordinator

- Onsite (spare) part management

### Facility Management

- Coordination and execution of maintenance task for entire test factories

### Care Agent

- Onsite personal agent as part of service level agreements

### Trainer

- Global harmonization of skills

# OUR REFERENCES



**75** Integrated Resident Services contracts globally

**270** AVL engineers embedded in customer organizations

**1500+** Testbeds (AVL & non AVL testbeds) operated, supported or maintained by AVL

# SELECTED CUSTOMERS



# THE AVL CUSTOMER SERVICE 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

## Integrated Resident Services by AVL

- Service partnership in maintenance & testbed operations

## 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](mailto:customer.services@avl.com)