



AVL CAREline Support

SPECIALIZED ASSISTANCE ANYTIME

What is AVL CAREline Support?

AVL CAREline Support is a contract-based service that provides you with specialized support for your AVL test equipment and AVL software - at any time.

When you have an AVL CARE™ contract, we provide fast assistance when you face any problems operating or using your test system, taking full ownership of the issue until it is resolved.

What is included in the CAREline Support package?

A CAREline Support package typically includes the following services:

- Assignment of a Personal Agent with detailed knowledge of your testing environment and organization
- Start-up visit by the Personal Agent at the beginning of the contract period at your site
- Access to a global network of experts whenever necessary via telephone conference and/or remote access – organized for you by your Personal Agent
- Access to the AVL eSupport portal where documentation, downloads and a tracking tool are available
- Setup of a testbed simulation environment using your norm names and test runs at an AVL location for testing and analyzing purposes
- Reaction times either immediately or within 4 hours
- Regular review meetings with your Personal Agent about open issues and actions for continuous improvement

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- 24 hours / 7 days availability via eSupport and a stand-by emergency service

When do I need AVL CAREline Support?

We recommend an AVL CARE™ (Support and Maintenance) contract if you want to ensure a high level of testbed utilization.

CAREline Support is important to ensure assistance at critical times, especially if you have several different AVL systems and/or complex testbed configurations in use.

How is the price calculated?

Each CAREline package is drawn up individually, depending on the amount of equipment you have, its configuration, the services you require and the length of time you would like the contract to run.

In the context of an AVL CARE™ contract we offer 2 pricing models:

Pay as you go: Here you order a certain number of CAREline Support hours in advance. After using this package up you order the next one.

Flatrate: With this model, you are charged a yearly sum, regardless of how often you use the CAREline service. The rate is calculated on the basis of the software, systems and devices defined in the AVL CARE™ contract.

How can I get this service?

AVL CAREline Support is only provided to customers in combination with AVL Software Maintenance and/or Hardware Maintenance in the context of an AVL CARE™ contract.

In the AVL CARE™ contract, we define the services in detail, the duration of the agreement, as well as KPIs, with which you can measure performance and which form the basis of the continuous improvement of our services during the contract period.

Please contact your local AVL Sales or Service representative who can arrange a meeting or call to discuss your options and draw up a proposal for you.

Related AVL services you may be interested in:

- Software Maintenance
- Hardware Maintenance
- Software Subscription