

PRODUCTIVITY plus Professional Service & Support to Increase Your Productivity!

The PRODUCTIVITY plus program is a set of Service Level Agreements (SLAs) designed to help you focus on what you do best: carrying out the most demanding productions. Centered around your individual needs and requirements, Riedel supports you in maintaining your competitive advantage. Servicing your technical installations is absolutely essential. With service and support from the people who know your Riedel products best, you can increase technical reliability, efficiency and productivity in order to generate more profit. PRODUCTIVITY plus provides expert service, support and training that you can't get anywhere else. Ten Riedel offices around the globe guarantee the support you've always been looking for.

With a PRODUCTIVITY plus Service Level Agreement you have access to a suite of exclusive services designed to increase your productivity and efficiency:

Information

As part of the PRODUCTIVITY plus program you have access to the latest information on all Riedel product lines. Technical newsletters keep you up to date with current software developments and provide operational tips that allow you to increase your productivity.

Hotline & Email Support

The PRODUCTIVITY plus program gives you access to a dedicated RIEDEL service hotline, providing expert support directly from the manufacturer. You can access our service engineers in your preferred way, be it via phone, Skype or email. Choosing between Silver, Gold and Platinum levels you can tailor your Service Level Agreement to exactly match your individual support needs.

Trainings

With PRODUCTIVITY plus you get technical trainings from the people who know Riedel products best. As you wish, training seminars are held at a Riedel office or directly at your facility. Gold and Platinum Level SLAs include one free day of training per year.

Update Service

The Update Service includes updates for all your Riedel products (Artist, Performer, Acrobat, MediorNet & RockNet). Gold and Platinum Level SLAs include a yearly on-site firmware update free of charge. Mobile installations can, of course, also be updated at the production site.

Installation Checks

Riedel engineers check your installation on site. The check includes a review of the installation of all system components, as well as the air ventilation concept, and cabling. Platinum Level SLAs also include a yearly on-site installation check free of charge.

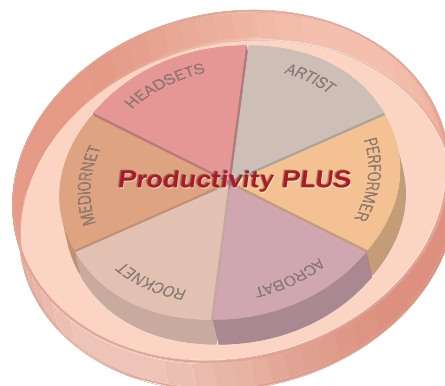
On-site Support

In case of an incident that can't be solved over the phone, via email or using a remote desktop, a Riedel engineer will support you on site. Silver and Gold level SLAs include three incidents per year, Platinum level SLAs include five.

Maintenance

In the unlikely event that devices need to be repaired at Riedel's headquarters, the PRODUCTIVITY plus program provides guaranteed repair times and free loan equipment while your equipment is being repaired.

Just as Riedel products work hand-in-hand, thus providing an unparalleled degree of integration, the PRODUCTIVITY plus Service Level Agreements are based on an “all-in-one” policy. Every PRODUCTIVITY plus SLA covers all of your Riedel products. By choosing either Silver, Gold or Platinum levels you can tailor your SLA to fit your specific needs.



	PRODUCTIVITY PLUS Silver	PRODUCTIVITY PLUS Gold	PRODUCTIVITY PLUS Platinum
Information			
Technical Newsletter	•	•	•
Hotline & Email Support			
Silver Level Support (Mo - Fr, 9am - 5pm)	•		
Gold Level Support (Mo - Su, 9am - 5pm)		•	
Platinum Level Support (24/7)			•
Trainings & Services			
Training (1 day at a Riedel subsidiary)	price on request ¹⁾	•	•
Training (1 day on site)	price on request ¹⁾	price on request ¹⁾	•
Installation Check (1 day on site)	price on request ¹⁾	price on request ¹⁾	•
On-site Firmware Update (once yearly)	price on request ¹⁾	•	•
On-site Support			
Response Time	≤48h ²⁾	≤48h ²⁾	≤24h ²⁾
Cost per day / days included	3 incidents / year	3 incidents / year	5 incidents / year
Maintenance			
Guaranteed repair time in Riedel office	≤10 working days ³⁾	≤5 working days ³⁾	≤2 working days ³⁾
Loan equipment during repair time / delivery time to customer	free of charge ≤72h ³⁾	free of charge ≤48h ³⁾	free of charge ≤24h ³⁾

¹⁾ plus travel expenses
²⁾ plus time to obtain visa, etc, if required
³⁾ plus shipping time