

The Packages

DES/CAE Services offer several **Support Packages**. They have been made to support you in **reaching your project goals** and desired outcomes.

All include the **knowledge** base, the **reactivity** and the **follow up** of the Software Support. Take a look at the different options available to see which suits **your needs**.

Support Packages

Standard

Premium

Business

KNOWLEDGE BASE	Self-serve support	✓	✓	✓
REACTIVITY	Contact support by email for incidents	✓	✓	✓
	Business hours	✓	✓	✓
	First response time	48 hours	8 working hours	8 working hours
	First solution proposal time	5 days	2 days	2 days
	English support	✓	✓	✓
	Local language support		✓	✓
	Remote support		✓	✓
FOLLOW UP	Standard global ticket report		✓	✓
	Personalized ticket report			✓
	Access to dedicated support expert			✓

Knowledge Base

- Quicker problem-solving including a self-serve support
- Raise the bar and distribute knowledge across your team
- Support employee growth and development

Proactive Support Expert

- Ensure project operational performance
- Personalized support management
- Get a personalized and continuous guidance for your use cases



Keysight enables innovators to push the boundaries of engineering by quickly solving design, emulation, and test challenges to create the best product experiences. Start your innovation journey at www.keysight.com.

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