KeysightCare

Support. Elevated.
SUPPORT. ELEVATED.
The days of simple design are gone. You are pushing new limits. Your designs are redefining “state of the art.” Tools for designing and testing the future are evolving with you, but customer support has not. Until now.

Accelerate your development
When the pressure is on, costly delays come from waiting on tools, answers, or help. That’s why we created KeysightCare. It is ensured action, when you need it. KeysightCare transforms service and support to help your team deliver better results, consistently. It’s a bold promise, and we back it up.

Whether you are dealing with a test equipment question, calibration, or repair, response time counts. KeysightCare provides complete customer care, far beyond basic warranty, including:

- Repair service with committed response times
- Tracking equipment configuration to keep your test assets current
- Ensuring proactive firmware and software notifications
- Receiving software updates and enhancements
- Offering a choice of service tiers to fit your business needs: Assured, Enhanced, Performance, or Software Support
Enhance your productivity with unparalleled access to expertise

Enhance the productivity of your engineering teams with access to technical experts, training, productivity tools, and knowledge centers to help you keep current with changing technologies and standards. Design and test equipment is changing as quickly as the products you are inventing. KeysightCare ensures your hardware and software are current—maximizing your effectiveness and helping you get to a final product, faster.

Accelerate time to market with support that keeps your test assets current

Deliver better predictability for your projects through scheduled calibration of your test equipment. With KeysightCare, you will have one less thing to worry about. Our global team of support specialists understands your unique test configurations and delivers certified precision for every specification, every time.
Stay current software and firmware updates
When it comes to software, updates and enhancements ensure your team is up to date with new technologies and standards. Receive proactive notifications of the latest software and firmware updates. And help increase your team’s effectiveness with online resources such as the Keysight Knowledge Center as well as dedicated access to Keysight technical experts.

More effective engineering through predictable response
Get support and answers when and where you need them. Our service-level agreements prioritize your issues to your chosen response times while a dedicated portal lets you track your support cases and access relevant knowledge center expertise.
FLEXIBILITY

Be it 5G, automotive, aviation, or defense, you create the unimaginable. But you need the right resources. KeysightCare goes beyond basic warranty, offering three tiers of support to address your unique needs. Whether receiving accelerated response times, keeping your equipment operating like the day you purchased it, or getting access to experts, there is a KeysightCare that is right for you.

KeysightCare Assured: Fast Support

Your engineering organization innovates 24x7. When your engineers have questions, they need answers, now. KeysightCare is support, elevated. It starts in a digital hub where you can find answers, manage service requests, and interact with experts that know your tools and your challenges. Find answers anytime, anywhere via a self-service digital knowledge base. Access decades of R&D and test experience, and find expert advice related to your test and measurement challenges, all at your fingertips.

KeysightCare Enhanced: Priority Support

Keeping product development on track is your top priority. You need dependable, predictable, and repeatable results. If the unexpected arises, you need fast answers. If your equipment needs calibration, you’ll get priority support and a faster turnaround time to keep your equipment working optimally.

KeysightCare Performance: Enterprise Support

Through our premier tier, we develop a close partnership focused on your success. Your time should be spent on prospecting new opportunities and proactively engaging your existing customers, knowing that there is a dedicated support team behind you. This even includes on-site support when required. We focus on your test infrastructure and help you innovate your test processes, so you can focus on your next innovation!
WINNING IN YOUR MARKETS

KeysightCare offers a personalized portal experience with dedicated, proactive support through a single point of contact for instruments, software, and solutions. We help you improve your time to market and reduce costly unplanned downtime and project delays through proactive engagement, faster response times, faster access to specialized experts, and faster time to resolution.

We partner with you, helping maintain quality as your R&D operations grow and your technologies become more complex. Accelerate your productivity and reduce time to market with KeysightCare.

To learn more, contact your local Keysight representative or visit us online at www.keysight.com/find/keysightcare
ASSURED
Fast Support

- Instrument Repair
- Knowledge Centers
- Online Support Portal

ENHANCED
Priority Support

- Faster Repair & Calibration
- Personalized Support
- Faster Response Times

PERFORMANCE
Enterprise Support

- Emergency Response
- Loaner Units (optional)
- On-site Services

SOFTWARE
Support Subscription

- Software Updates
- Proactive notifications
- KeysightCare Support

Find us at www.keysight.com