

KeysightCare Solution Selection Matrix

Complete support for your Keysight solution



Overview

As technology becomes more complex, small test problems accumulate and your workflow can break down. This breakdown can put your plans in doubt. KeysightCare is your priority-one connection to your teams, providing committed turnaround times and access to technical experts. KeysightCare can help you stay ahead of the curve and accelerate the win.

KeysightCare Solution services are specifically designed services to accelerate your innovative designs. Create, optimize, and monitor with confidence whether you use Keysight solutions for R&D or manufacturing.

Flexibility

KeysightCare Solution services go beyond basic warranty, offering two levels of support to address your unique solution needs. Whether receiving accelerated response times, keeping your test solution operating like the day you purchased it, or getting access to application experts, there is a KeysightCare offer that is right for you.



Integrated and proactive support scaled to meet your specific needs:

- solution optimized for hardware and software
- technical support

Improve time to market and reduce costly unplanned downtime and project delays:

- repair and calibration coverage for entire system
- committed response and turnaround times
- faster time to resolution
- access to application and solution experts and 24/7 knowledge center
- software updates and notifications



Service Description

	KeysightCare Solution Basic		KeysightCare Solution Premium	
	Return to Keysight	Onsite	Return to Keysight	Onsite
Technical Support (Application and Solution-specific for both Hardware and Software ¹)				
Self-service web portal & knowledge center, 24/7	•		•	
Technical support response time	2 business days		4 business hours ²	
Weekend support available on request ³			•	
On-site technical support response time ³		7 business days ³		3 business days ³
Software configuration support ¹	• remote		• remote or onsite ³	
Solution Hardware Support ⁴				
Repair service coverage	•		•	
Repair service turnaround or onsite response time ⁷	15 business days	7 business days response	7 business days turnaround	3 business days response
Calibration service ⁵	•		•	
Calibration type	Keysight Calibration		Keysight Calibration + Measurement Uncertainty + Guard Banding	
Calibration turnaround or onsite response time	10 business days	mutually scheduled	5 business days turnaround	priority scheduled
Preventive maintenance			•	
Preventive maintenance frequency			during service events	twice a year
Application of service notes ⁶	• mandatory notes only		• mandatory and recommended notes	
Customer care review twice a year on request			•	

All offered services are subject to legal terms and conditions and are offered for select solutions in select countries.

1. KeysightCare Software Agreement required for software support including software updates and notifications. Onsite support at the discretion of Keysight.
2. Technical support response times may vary for specific solutions.
3. Onsite technical support is provided or at the discretion of Keysight. Weekend support only available for existing tickets by prior arrangement.
4. Offering may be different by country. Certain solution configurations are not applicable for return to Keysight. Please contact regional representatives.
5. Annual calibration service and calibration after repair if applicable is included for instruments that require calibration.
6. Keysight performs application of service notes during scheduled service events.
7. Loaners of equal or higher performance may be offered at Keysight's discretion if service turn-around-times (TAT) will be significantly beyond the published TAT goals.

KeysightCare is your priority-one connection between our resources and your teams. We help you remove barriers to success with committed, accessible, and proactive engagement.

KeysightCare delivers an industry-leading integrated support experience that combines hardware, software, and technical support services scaled to your unique business needs. KeysightCare Solutions' premium experience offers two levels of support each designed to meet your business needs with committed response times.

- Keep your engineers on top of ever-changing technologies with access to Keysight technical application experts and a robust online knowledge center available 24/7.
- Ensure uptime and speed with on-site technical support for the most complex applications, solutions, and systems.
- Lower the risk of project delays and engineer idle time with committed, priority response times for technical support and accelerated, committed turnaround times for repair and calibration.
- Gain peace of mind amid evolving technologies with proactive software updates, enhancements, and fixes.

Accelerate the win with KeysightCare.

To learn more about KeysightCare, visit us at www.keysightcare.com

Learn more at: www.keysight.com

For more information on Keysight Technologies' products, applications or services, please contact your local Keysight office. The complete list is available at: www.keysight.com/find/contactus

