

Metrohm Software Care



Software maintenance for safer and more productive work

Metrohm Software Care – an investment that pays off

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Metrohm Software Care is the perfect supplement to your Metrohm Care Contract. It is obvious that the hardware of your Metrohm analysis system needs regular maintenance: Signs of wear appear in the mechanics after years of continuous operation, an electronic contact may become corroded or a motor may show signs of ageing.

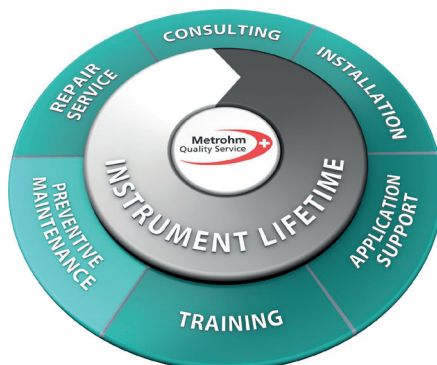
But what does this mean when it comes to software? Strictly speaking, software cannot age. However, the performance of your software and ultimately that of the entire system can indeed decline. You know this phenomenon from your PC at home. If the respective updates are not carried out regularly, and if old files and programs are not deleted, then your computer will become slower, resulting in the risk of an irreversible loss of data.

What is simply an irritation at home can become a serious problem in the laboratory; a system that does not get regular maintenance can become a safety risk and will negatively affect both quality and productivity. What applies for the hardware therefore, also applies to the software of your analytical system: Regular maintenance guarantees optimal system availability and maximum performance.

With Metrohm Software Care, you can play it safe from the very beginning. You benefit from peak performance of your analysis system, minimize down-time and can all but remove the risk of losing any data.

Your advantages with Metrohm Software Care

- ✓ **Maximum system performance**
Periodic software maintenance ensures optimal performance – at all times.
- ✓ **Risk reduction**
Even if your computer system fails, you can always rely on a complete backup of your data.
- ✓ **Cost certainty**
With Metrohm Software Care, costs for maintenance are fixed and, more importantly, known to you – so you are in control of your budget.
- ✓ **Guaranteed reaction times**
If required, professional help is just a phone call away. Troubleshooting is performed on-site by trained and certified specialists.
- ✓ **Remote support**
Save time and get immediate help through Remote support.



Metrohm Software Care – Service tailored to your needs

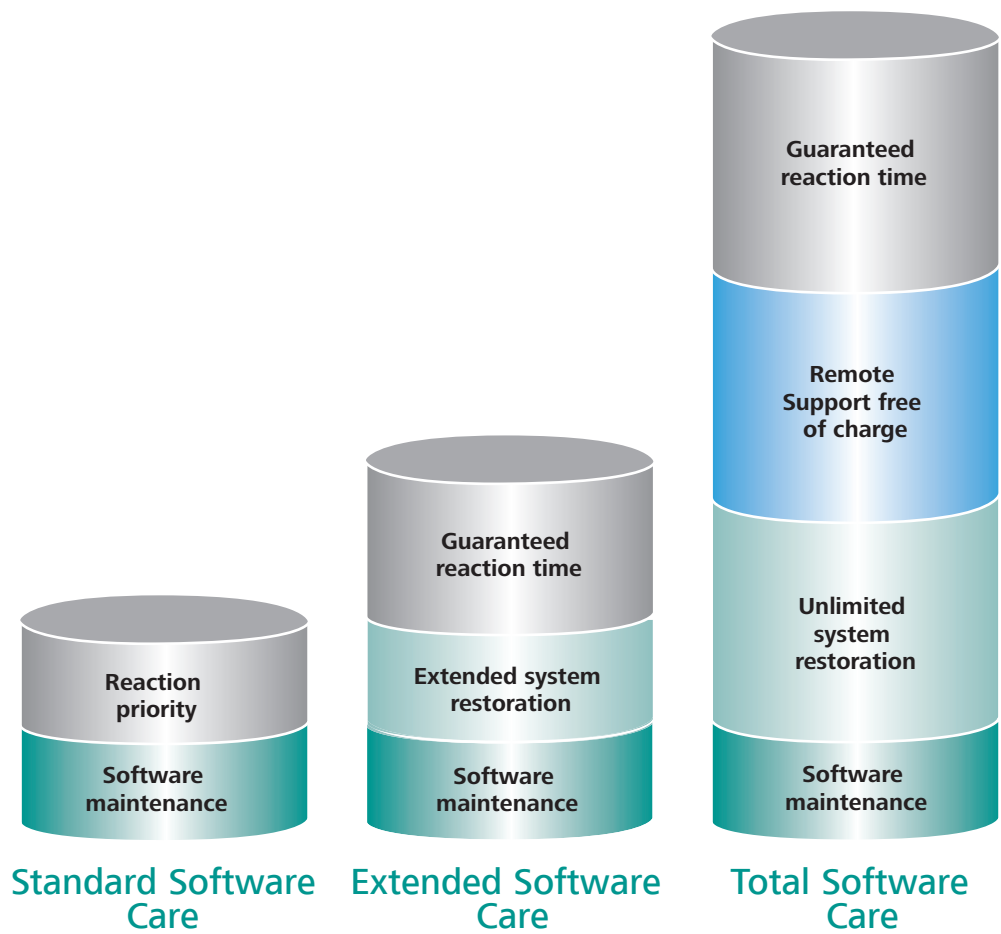
Software maintenance for maximum system performance

Any data generated in the laboratory must be evaluated, organized and administered by the software system. Ever increasing amounts of data can make the software run slower and negatively affects the ease of use.

It is precisely these problems that can be avoided by a regular maintenance of the installed software. Moreover,

your data is completely backed up with each maintenance so that, if the worst came to the worst and your hard drive crashes, data loss can be avoided. Old data, that is no longer required, can be archived in order to get rid of unnecessary «bloat». These measures increase not only the performance but also the reliability of your analytical system.

Software maintenance
• Complete data backup and integrity check
• Optimization and removal of unnecessary data
• Software maintenance in accordance with Metrohm specifications
• Complete documentation of the maintenance performed in a dedicated report





Metrohm Software Care at a glance

	Standard Care	Extended Care	Total Care
On-site preventive maintenance	•	•	•
Certification	•	•	•
System restoration	Reduced hourly rates	One free of charge visit, afterwards reduced hourly rates	Unlimited and free of charge
Remote support* with TeamViewer	Reduced hourly rates	One 30-minute session included, afterwards reduced hourly rates	Unlimited and free of charge
Reaction time** Support by telephone, e-mail, or remote support	Within 1 working day	Within 1 working day	Within 4 h
Software specialist on-site	With priority	Within 48 h as a target	Guaranteed within 48 h

* Subject to availability. Please contact your local Metrohm distributor for details.

** Monday to Friday, during normal business hours, excluding weekends and holidays.

We are there when you need us

Metrohm Software Care – guaranteed security

The Metrohm Software Care service is provided by trained and certified software specialists. At the heart of all Metrohm Software Care packages is a regular system maintenance in accordance with clearly defined specifications. If a problem should occur between maintenance intervals, the owner of a Total Software Care contract can expect one of our software specialists on-site no later than 48 hours to solve the problem.

You can take out a Metrohm Software Care contract at any time and for any Metrohm instrument, although it is recommended from the start. This way, you are protected from the very first day and you can rely on the optimal performance of your Metrohm analytical system for years to come.


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Standard Software Care – the basic package at a very affordable price


The basis of all Metrohm Software Care Contracts is an annual software maintenance including backup, management of data and a detailed documentation of all activities.

Standard Software Care offers you	Your benefits
Annual on-site software maintenance by our certified software specialists	System reliability and optimal performance through regular software maintenance
Complete backup of data and integrity check	System load reduction by neatly archived data and availability of data at all times
System restoration at reduced rates	Cost certainty and savings in the event of a computer problem
Complete documentation of all maintenance work	Optimal preparation for audits
Priority on-site support in case of emergency Telephone, e-mail or remote support within one working day	Short reaction time and problem resolution Minimal down-time

- **System maintenance**

In order to guarantee the performance of your software, historic information can be optimized or archived.
- **Data management**

In the context of the annual software maintenance, a full backup of data is performed and data that is no longer needed is archived and can be stored on an appropriate medium (e.g., DVD, memory stick) upon request.
- **Detailed documentation**

All maintenance work performed is recorded in a detailed «Software Maintenance Record», providing you with complete traceability for auditors.
- **Support**

Support by trained and certified software specialists is an integral part of the Metrohm Software Care products. Depending on the Software Care product, your request will be treated with higher priority – that means you can rely on guaranteed reaction time.

Extended Software Care – Remote Support and data recovery included

Extended Software Care is the right choice when your systems are in continuous use or are operated in a multi-shift or process environment. In addition to the services included in Standard Software Care, Extended Software

Care includes one system restoration visit and a 30-minute Remote support session per year.

Additional services are provided at reduced rates.

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In addition to Standard Software Care, Extended Software Care offers you	Your benefits
One system restoration visit	Your risk in the event of a system failure is reduced Cost saving in the event of further support
One free of charge Remote support session Reduced rates for additional services	Cost saving
On-site support in case of emergencies usually within 48 hours Telephone, e-mail or remote support within one working day	Short reaction time and problem resolution Minimal down-time

Total Software Care – Complete security for the most demanding environments

Total Software Care offers maximum security for your software and guarantees you access to professional help in the shortest possible time. In case of emergencies, one of our software specialists will be on-site within no more than 48 hours.

Your enquiries – either by telephone, e-mail or remote support – are guaranteed to be answered within 4 hours.

In addition to Extended Software Care, Total Software Care offers you	Your benefits
Unlimited system restoration visits by a certified software specialist	Your risk is completely insured: 100% cost certainty!
Unlimited, free of charge remote support sessions	Cost saving
On-site support in case of emergency, guaranteed within 48 h Telephone, e-mail or remote support guaranteed within 4 h	Rapid and efficient problem solving Guaranteed reaction times and fast solutions to problems Maximum security for your business

www.metrohm.com

