heynen

Fast, High-Quality, Personal Support

Time is money. Whether you are in a production environment, in broadcasting, a service provider or in IT, downtime is never an option. Periodic maintenance helps reduce downtime. But even with intensive maintenance, technology can unexpectedly fail. Luckily, in case of product failure, you can count on the expertise of our highly-trained service engineers. Heynen is certified service partner of the following brands:

NETSCOUT.   RADCOM   EMPIRIX   allot   Flowmon
See. Control. Secure.   Driving Network Visibility

ixia   netAlly   Allegro Packets   endace   IP FABRIC
A Keysight Business   Network Multimeter

Our service engineers have extensive knowledge of the products and their latest features, built on experience and continuous training by our suppliers.

What we do:
(Proactive) Support or planned maintenance, RMA replacement, calibration and upgrades, project management, customization and reporting.

How we do it:
• Contact through portal, by email and over the phone;
• Contact in Dutch, French and English;
• Ticketing;
• Your product sent to us in the Netherlands or by on-site maintenance;
• Remote or on-site support and upgrades.

How you benefit:
You can choose the level of support that meets your expectations and budget.

Maintenance agreement features	Standard	Premium
Telephone, email support and ticketing 5x8 via ServiceDesk	✔	✔
Telephone, email support and ticketing 24x7 via ServiceDesk (when service impacting errors or failures)		✔
Follow the sun support by supplier	✔	✔
Remote diagnostic services by certified engineer	✔	✔
On-site diagnostic services by certified engineer	1/2 day or 1 day rate	✔
Response to site down calls within 1/2 hour	✔	✔
Service delivery manager during escalations as SPOC		✔
1 year hardware and software warranty according to supplier contract	✔	✔
Expedited RMA services	*	*
Expedited RMA services next business day	*	*
Expedited RMA services 4-hour delivery	*	*
Expedited RMA services with tech to install		✔
Spare parts by ServiceDesk or at customer premises	*	*
Access to software bug fixes and updates	✔	✔
Software bug fixes and updates done by Heynen certified engineer		✔
Access to knowledge base of supplier	✔	✔
Weekly remote service review meetings and quarterly on site in-depth reviews		✔
Report generation		✔
Weekly system health and alarming check		✔
Training	On project handover	1 time/year refresh

* To be determined by customer needs

If your organization requires a customized support model, please do not hesitate to contact us for a detailed explanation or a visit by one of our consultants.