

POC Help-desk & POC Contract Support



Question	POC-Help-desk Level 1	POC Contract(SLA) Level 2 & 3
Is a specific agreement needed?	No-The Help-desk is available for all POC & AIP customers	Yes-A POC contract (SLA) Level 2 or 3 See https://poc-aip.com/service-support/
How to Contact?	Level 1: Alternating POC-Hotline Support-(Technicians with good Knowledge of POC & AIP equipment)-Basic Operational Questions with 24-36-hour response	Dedicated POC Engineer or Technician with detailed in-depth knowledge of POC & AIP equipment and customers processes and contacts.
When available?	Monday-Friday during daily local working hours (Eastern Time) 8:00AM – 5:00PM	Committed availability according to a (SLA) Service Level Agreement 24/7/365
Which topics can be addressed?	Examples are: Basic troubleshooting, Operating assistance, Reference to POC & AIP Manuals, Information on currently available software version, Hotfixes	All Topics related to the products defined in the POC (SLA) contract
Who will help?	Technician with good knowledge of POC & AIP Products and systems	Defined by (SLA) Expert applications and Engineering with detailed knowledge of systems
How is support provided?	By phone, e-mail and if permitted via remote access	By telephone, e-mail, remote access and on-site according to defined (SLA)
Which performance?	Appropriate problem solving within a reasonable time. (Typical response 24 to 36 hours)	Comprehensive problem solving within committed response time (SLA)
What are the cost? **	No additional “costs” for POC customers	Charge according to (SLA) Level of support contract 2 or 3

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** Financial Aspects

The POC Help-desk support with related communication is free of charge, if specific service is necessary these will be offered accordingly for extra charge.

- Support for operation and application of POC & AIP Products by an expert
- Support for POC products which are already outside of the product life cycle
- Spare or replacement parts
- Service intervention (Maintenance, Calibration, Repairs, Etc.)
- Training at POC, On-site or by POC TeamViewer (Web Based Training).

POC offers 3 levels of Service:

- **Level 1:** Alternating POC-Hotline Support-(Technicians with good Knowledge of POC & AIP equipment)-Basic Operational Questions with 24-36-hour response
- **Level 2:** Committed availability according to SLA with Engineering knowledge of POC & AIP products with full access to self-service portal
- **Level 3:** Single point of contact with engineering/technical knowledge of POC & AIP products with full access to self-service portal