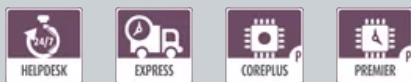


# Partner Premier

Advanced maintenance services for Service Providers



Partner Premier is an extension in scope of the standard factory warranty conditions. This service contract supports you to maximize the uptime of your customer's visualization system, at a transparent and fixed material cost.

Throughout the complete lifecycle of your customer's system, Partner Premier guarantees fast support, round the clock availability, and protects against material obsolescence and compatibility issues. In this way, it limits the possible surprises that might arise when operating your customer's visualization solution.

### We solve:

- Unexpected material cost
- Uncertainty about long term support
- Replacement parts not available when needed
- Time consuming order approval flows
- Challenge to handle the technical challenges with my service engineers
- Lacking emergency access to expertise
- Lacking emergency access to spare material
- Upfront investments in spare material
- Inventory depreciation
- Overhead to manage inventory and obsolescence
- Multiple customer visits to solve the problem
- Cost for overtime / weekendwork
- Increasing time to resolution

### Our deliverables:

- e-Portal, mail & technical telephone
- Business hours helpdesk
- Level 3 support
- Remote assistance in troubleshooting
- Replacement material is covered
- Same Business Day dispatch
- Express shipment
- Guaranteed SLA for on-request on-site support<sup>(\*)</sup>
- oStandard SLA is 3NBD, optionally 1NBD<sup>(\*)</sup> Included for regions where Barco Services Center are established. Coverage for other regions on request

**Services organization:**

- 300+ skilled services engineers
- Global coverage of service centers and partners
- Experience based on 15 billion operational hours with 24/7 displays
- 94% of customers with a service contract with Barco indicate they are satisfied to very satisfied with the delivered services
- 1500 additional Barco certified engineers each year