Agilent Parametric Test Hardware Support Services

Technical Overview

- **Workstation Support**

- **Calibration Services**

- **Tester Hardware Support**

Proven Support Models That Work

Ensuring that your test systems remain up and running at peak performance is a critical part of your test floor operation. Agilent provides cost effective hardware support, annual calibration services, and workstation support options for 4070 and 4080 test systems that maximize performance and Return On Investment (ROI) from your Agilent equipment.

The Agilent Cooperative Hardware Support Service Options:
Our team of experts stands behind your Agilent-trained technicians at every step and are only a phone call or visit away. This customizable support option can provide your team of technicians phone support and custom spare part solutions for your critical needs. This option can provide your test floor with immediate response times, maximum system uptime, and comprehensive annual coverage with low fixed cost monthly billing.

The Agilent Next Business Day Hardware Support Option
The security of guaranteed fixed cost next day hardware support from an Agilent test system expert certified to complete system repairs, system calibrations, preventive maintenance procedures, and system safety audits. This comprehensive parts and labor coverage offers greater fixed cost advantages and improved response times over our Per Incident Support model.

Per Incident Hardware Support Option
Customers also have the option of using our Per Incident Support Option. This is the best service option for customers who don't require immediate response or the benefits of a fixed cost model. Actual per incident costs vary depending on parts cost, labor, and location and are billed at the time of service. Per Incident customers do _NOT_ receive free access to our phone-based experts.

Service Contract Benefits

• Options for 8x5 coop or Next Business Day
• Increased system uptime
• Guaranteed response times
• Reduced administrative costs
• Expedited Parts order processing
• Direct Access to expert phone support

Customized comprehensive support plans

Only Agilent can provide seamless support options that allow you to combine our Agilent Hardware, Annual Calibration, and Workstation Support Services for guaranteed performance and maximum system uptime.

Agilent Technologies

Calibration Support Services

Remove all doubt about your Test system measurement integrity. When you entrust your tester to Agilent for repair or calibration, you can be confident that the performance and accuracy of your test system will be "like new".

Calibration and measurement confidence are inextricably linked. To gain the utmost confidence in your measurements, you need to ensure that your testers are thoroughly and accurately calibrated.

Our calibration agreements provide an annual onsite calibration of your testers. We verify system performance is up to factory specification, calibrate all system references to NIST traceable references, and inspect your systems for wear and tear to ensure proper operation.

If you need absolute confidence in the measurements your test system makes, let the same people who made it service it and restore it to its original condition.

Workstation Support Services

To ensure the successful operation of 4070/4080 parametric test systems, it is essential that your parametric system workstations are also maintained.

These precision HP Workstations are an integral part of your measurement systems, and Agilent provides comprehensive service and support. Our workstation support service options allow you to customize the level of service and support your site requires.

Agilent offers traditional on-site and co-op repair support options for many of the current HP UNIX and LINUX controllers used in our 4070 and 4080 parametric test systems. Our comprehensive support options for HP workstations combine with your active hardware support agreement and annual calibration agreement to provide the best Agilent Support Solution for reduced administrative cost savings.

To learn more about how Agilent Hardware Support Services can partner with your company to reduce administrative and maintenance costs, contact your Agilent sales representative, or call our Agilent Customer Support Center at *800-829-4444*.