# Cerify Services

Assurance of Quality Output

## Service

The service component of the Cerify solution delivers a variety of support services that are provided in two distinct areas: Installation and System Support. Together, these products and service components provide the Cerify assurance of quality output with one sophisticated Tektronix technology solution.

## Installation

The Installation Service has two event-based components. For new installations (requiring a new system design) you will order CYINSTAL. For installations that require a reconfiguration event (utilizing an existing system design) you will order CYCONFIG. These installations are mutually exclusive and are dependent on the Cerify system design requirements. A Tektronix Application Engineer determines when a new system design is required.

The Installation service is charged once for each event as defined in a Statement of Work (SOW). Installation services include system design, configuration, implementation, test and trouble shooting. The event-based service deliverables are:

- Service Initiation
- System Design
- Design Implementation
- System Test
- Documentation
- Acceptance and Sign-off

## System Support

Repair, maintenance and support features are bundled in two different Service Level Agreements (SLAs), and are a valuable component of your Cerify solution. Your Tektronix specialist will help you choose either the Standard Support or Enhanced Support package based on your Cerify product configuration (CYC100, CYS100, CYM100).

**System Support services include:**

- Account management
- Software maintenance (includes firmware, software releases and ongoing software subscription service)
- Telephone technical support
- On-site support
- Hardware maintenance and repair

Additional support features are available as needed, and can be added to your package at any time.

### Service Package Comparison

| Service Feature | Standard | Enhanced |
|---|---|---|
| Software maintenance | Included | Included |
| Telephone tech support | Business hours M-F | Business hours M-F |
| On-site support | Pay per visit *Local hourly rate; 2 hour minimum + travel and per diem* | Included |
| Hardware maintenance/repair | Advanced exchange, 3-day | Advanced exchange, next-day |

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For more information: Learn more about the complete Service offerings from Tektronix at:

**www.tek.com/service**

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