Agilent PCB Test and Inspection Worldwide Support Solutions
Worldwide Support Solutions for PCB Test and Inspection Systems and Software

Electronics manufacturers are constantly pressured to improve time-to-market and time-to-volume while at the same time increasing margins, protecting quality, and growing the bottom line. Unplanned downtime makes it difficult or impossible to meet those challenges. The obstacles:

- Today's test and inspection systems are extremely advanced, requiring specialized knowledge for troubleshooting and repair.

- Qualified technical support resources are hard to hire, expensive to train and sometimes difficult to retain.

- In-circuit test, automated optical inspection, and X-ray test systems continue to evolve, requiring ongoing training and expertise, which increase the cost of test and erode profit margins.

Agilent Worldwide Support Solutions can help.

Accelerate Success With A Global Network of Local, Qualified Support

"Global reach, local access."

Our local, qualified service and support resources are available to help you meet your test challenges and profitability targets. Our team extends your in-house test systems team, providing technical assistance at the precise moment you need it. Now you can get a combination of 24x7 remote, web-delivered and onsite assistance to accelerate troubleshooting, diagnostics and problem resolution. So your in-house team can fix problems faster, avoid costly downtime, and accelerate your company's success using powerful Agilent test/inspection systems.

Agilent's test knowledge backed by our proven support infrastructure provides a distinct advantage for you. It gives you mobility and flexibility in your day-to-day manufacturing effort, giving you greater freedom to pursue strategic and operational objectives at any location across the globe – any time, anywhere.

Speed *and* margins. Quality *and* quantity. In-house control *and* Agilent expertise. With Agilent Worldwide Support Solutions, you get it all.

Benefits

Agilent Worldwide Support Solutions bring visible benefits to electronics manufacturers.

- **Faster time-to-market and time-to-volume.** Avoid downtime on the test floor with expert diagnostics and preventive maintenance services. Best-in-class programming expertise and system knowledge from Agilent helps your organization increase uptime and productivity.

- **Faster mean-time-to-repair.** Accelerate repairs anywhere in the world with local-language support. Keep systems up with local access to replacement parts and worldwide availability to spares.

- **Less downtime through system reliability.** Maintain tight control over end-product quality by keeping systems up-to-date and online. Get high-quality Agilent-tested refurbished parts that meet Agilent quality assurance specifications. Use planned preventive maintenance to ensure maximum system reliability.

- **Remote and onsite availability.** Choose full onsite support (let Agilent handle it), cooperative support (Agilent partnering with your in-house resources), or remote support (combine self-serve and assisted support).

- **Large portfolio of support solutions.** Mix-and-match from the Agilent portfolio: Onsite Support, Cooperative Support, Calibration Services, Installation Assistance, Preventive Maintenance Services, Response Center Support, Software Update Subscription Service.

- **Lower cost, less risk.** Simplify budgeting and administration: lower your fixed maintenance costs through our flexible support offerings, reduce administration costs by eliminating the need for per-incident POs.

- **Access to Agilent experts and qualified partners.** Let Agilent's partner program bring trained, qualified experts to your operation. Resolve problems quickly with selected Agilent alliance partners, work directly with Agilent—your test system OEM—to troubleshoot and fix problems on Agilent systems.

Support Offerings

Agilent offers three types of support for our in-circuit, automated optical inspection, and X-ray test systems under our worldwide service and support infrastructure. All services are offered globally but delivered locally using local-language teams and resources. Only Agilent allows you to mix-and-match from an extensive portfolio of services, so you get the precise level of support you need to meet your business needs.

- **Onsite Support**—Agilent experts help troubleshoot problems over the phone. If necessary, they travel to your site to make repairs, often hand-carrying replacement parts for immediate repairs.

- **Cooperative Support**—Your in-house experts are Agilent-trained to maintain Agilent test and inspection systems. In-house technicians are expected to make some repairs while other repairs are made onsite by Agilent.

- **Remote Support**—Support information is available 24x7 to provide the greatest degree of autonomy for in-house repairs. Web-based tools such as Remote Assisted Support using WebEx and our dynamic Solutions Knowledge Base expand your troubleshooting capabilities.

To learn more, contact your local Agilent sales representative or visit http://www.agilent.com/see/pcb and click on Technical Support.