



# Service Level Agreement

For personalized support

# PERFORMANCE optimization

Working in the industrial boiler industry, we know the importance of safe and reliable performance for our customers' business. Clearly, the first step in ensuring the performance of machinery over time is to protect end-user plants with maintenance contracts, but we have recently developed a proposal that goes beyond these simple activities, representing a significant step towards more efficient and customised management: the Service Level Agreement.

## SERVICE LEVEL AGREEMENT

A Service Level Agreement (**S.L.A.**) is a formal contract defined and tailored to the customer's specific needs, and includes services for power plant room maintenance as well as technical support. Specifically, these are different activities (including scheduled maintenance, remote monitoring of machine operation, warranty extension) organised into packages on different 'levels', defined according to service availability, response time, guaranteed quality and so on.



## WHAT ADVANTAGES DOES IT OFFER THE CUSTOMER?

This new service proposal allows the customer to enjoy comprehensive support from dedicated and competent technical staff. Moreover, by entering into contracts with the manufacturer, certain basic elements such as extended machine warranties and personalised remote technical support are made available.

### Activities

Each package offers a unique level of service, designed to guarantee:

- A wide range of included services
- Tailored support for specific needs
- Performance analysis and monitoring

Support service activities are grouped into 3 categories:



Basic Support



Active Support



Active Support Plus

### Some advantages

Our support packages offer a range of personalized services, designed to meet the specific needs of each user.



Availability 24



Report  
analysis



Scheduled  
maintenance



Customized  
dashboard



Original spare  
parts kit



Live Monitoring



Warranty  
extension



POWERING EVOLUTION

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