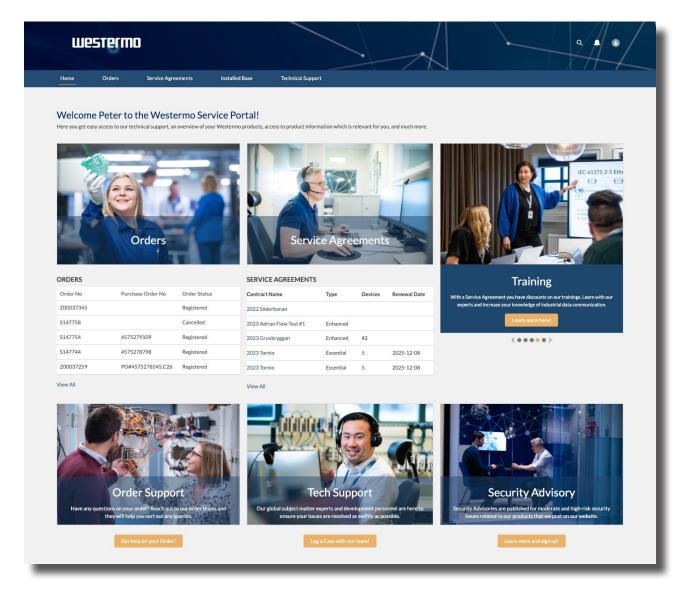


Westermo Service Agreements

Providing the service, products and expertise you need



In today's world, critical applications rely on reliable, redundant, and resilient operational network technology. The need for better and more secure networks will only grow. Networks are expected to be simple, yet the complexity of the solution will become more challenging as cybersecurity needs become strategically in focus.

At Westermo, our ambition is to provide the world's best solutions for industrial networks. To succeed, we have expanded our responsibility from supplying world-class industrial network products. We have a wealth of experience in operational technology, covering multiple and diverse industrial applications. Therefore, we believe it is our responsibility to partner with you, to jointly innovate industrial networks covering design, maintenance, and security.

As the foundation for the services we offer, we have prepackaged Service Agreements that help you maintain, secure, and improve your industrial network during its life cycle. These offer you access to fast and responsive expertise ready to support you at critical periods.

Ordering Information			
Art.no	Description		
300-8510	Service Agreement, Essential		
300-8520	Service Agreement, Enhanced		

Service Agreements, Enterprise are created on a request basis

Service Agreements Overview

On top of the default services that comes with the products, Westermo can offer three Service Agreements; Essential, Enhanced and Enterprise. Essential and Enhanced Agreements have the scope of a network installation, project, or a geographical site. Enterprise Agreement covers the full Westermo scope of supply to an enterprise. Please, contact us at www. westermo.com/services/



		Self-manage	Essential	Enhanced	Enterprise
Scope		⊗	For a network installation, project or site For an enterprise		
Documentation		Always available on westermo.com			
Technical Support	Support cases	Reasonable effort	SLA* - 8 h response time	SLA* - 4 h response time	
	Service portal	8	0	⊘	0
	Support services	Per request	Priority access; 5% rate discount	Priority access; 10% rate discount	Priority access; 15% rate discount
	Dedicated support contact	8	8	8	0
Cyber Security	Advisory notices	Continuously available on westermo.com			
	PSIRT** support	Reasonable effort	SLA* - 8 h response time	SLA* - 4 h response time	
Training	Webinars	Continuously available on westermo.com			
	Online training	Quoted	Free		
	Class-training discount	⊗	5%	10%	15%
Warranty	Hardware	Up to 5 years		Up to 8 years	
Service portal	Asset / device overview	⊗	Ø	0	0
	Targeted notifications	8	Ø	Ø	Ø
	Case overview	8	0	0	0
Options	Tailored services and testing	8	×	×	Quoted

What is included?

Technical support

A Service Agreement entitles you to priority technical support based on a "Service Level Agreement" with our global subject matter experts and development personnel, which are easily reached via phone, email or through the Service Portal. Our team of experienced domain experts can assist in designing, implementing, and managing end-to-end solutions for any mission-critical network.

Cyber security

Our dedicated Product Security Incident Response Team (PSIRT) offers technical expertise and rapid response. In case of a discovery of a critical or severe vulnerability, we will provide a remediation plan and timeline for you.

The Westermo Academy offers flexible online and face-to-face training and provides certified courses to network engineers, ensuring they have the expertise they need to maximize the performance and reliability of industrial networks.

Warranty

Quality is at the core of Westermo, so we offer a long hardware warranty of typically five years. With a Service Agreement this can be extended by three additional years.

Service portal

The Service Portal provides you with an overview of your support cases, a summary of the products sourced from us and relevant information and notifications. This is also where you receive targeted communication and notifications from us.

Options

Our mission is to partner with our customers, and jointly create the world's best industrial networks. In these partnerships we are willing to go the extra mile creating a solution tailored to a customer's needs. These services are optional, quoted separately and require an Enterprise Service Agreement.

^{*} Service Level Agreement ** Product Security Incident Response Team