

Maintenance and Support

Professional Services

Annual testing and preventative maintenance minimise downtime
Standard and extended warranty with in-house repair
Customised training courses
24-hour support services worldwide
Single point of contact



Maintenance Services

Our systems have an uptime of almost 100%. This is due to the excellent quality of our products and our preventative maintenance services.

Preventative Maintenance

Systems are tested and maintained on a regular basis. Software is automatically updated to the latest version and defective or critical components are replaced before faults can occur. Keyboards are examined and cleaned.

Annual Site Reviews

Our annual site reviews recommend enhancements to maintain or improve system stability. This means that your systems will have a long lifecycle and your investments maintain their value. This is extremely important to us.

Third Party Products

WEY can also support you with the maintenance of external products, new project rollouts and moves.

Highlights

- Annual testing and preventative maintenance minimise downtime
- Centralised software updates
- Regular hardware upgrades
- Keyboard cleaning
- Support for external products
- Assistance for customer project roll-outs, upgrades and moves



Warranty

WEY guarantees the highest level of quality and reliability for our solutions.

Standard Warranty

Our comprehensive warranties run for a standard period of 12 months and a "goodwill period" is usually given for another 12 months thereafter.

Extended Warranty

We also recommend that you arrange for an extended warranty. WEY can guarantee specific response times and the provision of spare parts up to 5 years after the Live Date.

Repairs

WEY develops, manufactures and repairs our products in-house. Our repair centre quickly fixes defective equipment and returns them to service.

Operational Security

WEY Maintenance and Support Services are designed to help you abide by industry specific operational regulations (i.e. MiFID in the EU).

Highlights

- In-house Engineering & Repair
- Standard & Extended Warranty

Product Training

WEY offers our clients standard and customised product training out of our location in Switzerland.

Our training programs emphasise hands-on experience and classes are limited in size.

Highlights

- Three-day training courses available for customers
- Extensive product training for WEY Field Engineers

Support Levels

WEY engineers work around the clock and are ready to assist you with any and all technical faults and enquiries. Simply choose the right level of support to meet your needs.

1st Level

WEY provides training to the client's own first level IT support staff so that they are able to resolve certain issues independently or with our technical assistance on the phone. Upon request, WEY can also provide on-site 1st Level Support.

2nd Level

Most clients choose our 2nd Level Support which includes:

- 24-hour hotline for trouble shooting
- Single point of contact
- On-site technical support for more complex issues
- Annual preventive maintenance and software upgrades
- Repair or replacement of defective hardware covered by the contract

3rd Level

3rd Level Support provides a warranty extension to protect against hardware failures beyond the standard warranty period. In most cases we recommend maintaining an on-site stock of equipment.

Highlights

- Around-the-clock support services
- Single point of contact
- 13 offices worldwide
- Choose different levels of support
- 4 hour standard response times
- Local support in over 40 countries

References

We are proud to count many renowned and leading companies from all over the world among our clients. Here is a small selection of our references:

Finance

- Bank of America
- BNP Paribas
- Citigroup
- Credit Suisse
- Deutsche Bank
- HSBC
- ING
- Mashreq Bank
- Royal Bank of Scotland
- Standard Chartered
- State Bank of India
- UBS

Control Centres

- ENBW Kernkraftwerke Neckar-Westheim, DE (power plant)
- Emergency Services Rotterdam, NL
- Fire Department Neuchâtel, CH
- State Police Nidwalden, CH
- Hamburger Hochbahn AG, DE (commuter rail)
- Nordostschweizerische Kraftwerke AG, CH (energy)
- SBB, CH (national railways)
- Unique (Zurich Airport AG)

Health Care

- Biotonus Clinique Bon Port, Montreux, CH
- Carbamend
- University Hospital Zurich, CH
- University Hospital Lausanne, CH

Infotainment

- Credit Suisse, Zurich
- Deutsche Bank, Milan
- State Hospital Sursee-Wolhusen, CH
- Novo Nordisk

WEY Offices

Switzerland

WEY Elektronik AG	Untereggstringen (Zurich)
WEY Technology AG	Rotkreuz

Austria

WEY Technology GmbH	Vienna
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France

WEY Technology S.a.r.l.	Sèvres (Paris)
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Germany

WEY Technology GmbH	Frankfurt am Main
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Italy

WEY Technology S.r.l.	Milan
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United Kingdom

WEY Technology Ltd	London
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Russia

WEY Technology LLC	Moscow
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USA

WEY Technology Inc.	New York
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Australia

WEY Technology Pty Ltd	Sydney
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India

WEY Technology Pte Ltd	Thane (Mumbai)
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Singapore

WEY Technology Pte Ltd	Singapore
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Taiwan

WEY Technology Pty	Taipei
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Worldwide

Network of Service Providers

