

## Support – Maintenance – Training



### Amberg Rail - M&S product

“Continuously developing and improving our software product for your success”

Continuous software development, coverage of new operating systems and increased compatibility to other interfaces and third party systems - to ensure our customers an ongoing product satisfaction we rely on our annual maintenance and support strategy.

Your benefits with an Amberg Rail maintenance and support contract:

- Dedicated hotline and e-mail support for any issues or questions
- License to utilize the latest Amberg Rail software releases
- Access to up to four new major Amberg Rail software releases per year
- Enhancements and improvements on regular basis
- Customer-specific reports and extended features on request\*

#### Basic pricing scheme

The annual license calculation is based on each active Amberg Rail dongle in your possession, regardless of the content. For nine or more active dongles per customer we offer individual pricing solutions.

All active dongles must be licensed to ensure a valid maintenance and support contract.

Each additional dongle for the same customer is subject to discount on extension. Same applies for extensions over more than one year on a single purchase.

Feel free to contact us for your individual offer.

\*Larger efforts are calculated outside of the annual maintenance and support fee.

# Amberg Rail - GRP System FX Hardware Maintenance

“Our GRP systems are only as precise as they get maintained”

All kinds of weather, harsh track conditions and countless hours of usage - our systems are built to last. But like any other mechanical and electrical measuring device they depend on regular maintenance to keep on performing with the same exact results.

Amberg Technologies encourages you to send your GRP System FX on a bi-annual basis to a qualified distribution partner or to our headquarters for inspection, service and readjustment. This will ensure that your track measurements will maintain the same precision as they did on day one after purchase.



## Amberg Rail - Training Services

Not utilized your GRP System FX for some time? Just recently upgraded to the latest Amberg Rail Software? Got the feeling you are losing know how? – Time for some training and knowledge refreshment.

Feel free to ask about our offers for single day training, refreshers or dedicated workshops at your location.

Contact us today for an individual offer or visit our website to find your nearest Amberg Rail partner worldwide.

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