

# Leica Geosystems Active Customer Care Our Commitment. Your Success.



- when it has to be **right**

**Leica**  
Geosystems

# Active Customer Care

## Our Commitment. Your Success.

The relationship Leica Geosystems enjoys with its customers can be defined in one word: Partnership. That is our commitment to you, true partnership that includes a full circle of Active Customer Care support and services around the globe, anytime and anywhere. Our job as your reliable partner is to cover all the angles, to provide quick and easy communication between site personnel and skilled experts, to keep you and your products up-to-date, to understand the issues and anticipate your needs. Leica Geosystems Active Customer Care is one of the most comprehensive service and support networks in the world. It allows us to stay close to our customers, working together to resolve issues and plan even better product solutions for the future. It is our commitment to your success.



According to a recent customer survey, alongside product quality, technology and user-friendliness, the level of service and support is a deciding factor for customers choosing Leica Geosystems. Customers rated the quality of Active Customer Care at the same high level as that of Leica Geosystems products. The fast and easy direct access to Leica Geosystems' team of skilled professionals was judged as highly effective in quickly resolving issues and minimising downtime, thereby helping field personnel meet their deadlines. The combination of Customer Care Packages and myWorld was seen as an excellent means of building personnel knowledge and confidence and maximising equipment capabilities.

### **Customer Support**

Leica Geosystems' customers benefit from a worldwide support organisation that includes hotlines, web-based support, informative seminars and web broadcasts, customised training courses and consulting services. Your personnel benefits from direct access to our network of support professionals; obtaining the expert advice they need to work confidently and productively.

### **Technical Service**

Leica Geosystems offers a wide range of technical services, all conducted by highly qualified technicians utilising professional tools. Several different levels of maintenance are available to choose from, depending on the product and usage. Service costs and downtime can be significantly reduced through periodic preventative maintenance, and you benefit from equipment that is always in top condition. The broad service offering includes certification services, repairs and product upgrades.

**active** >>  
Customer Care

### Powerful and dense network of Service

270 service centres in 79 countries are operated by Leica Geosystems or certified local distribution partners whose technicians are trained by Leica Geosystems. All service centres are regularly controlled and re-certified, and operate with the same Leica Geosystems-designed professional tools and equipment.



## Customer Care PACKAGES >>

### Customer Care Packages (CCPs)

Leica Geosystems Customer Care Packages ensure you achieve maximum value from your investment. When you buy a CCP from Leica Geosystems, you immediately start to benefit from instant access to our global network of professional support and service teams while you work. With a range of five different Customer Care Packages, you will be sure to obtain the package that best suits your particular requirements and budget. From Basic to Gold, Leica Geosystems has the right Customer Care Package for your business.



### myWorld@Leica Geosystems

Leica Geosystems' information portal puts a world of information at your fingertips. myWorld provides instant access to information and knowledge that helps keep you and your equipment up-to-date, for maximum value and efficiency. myWorld also provides your personnel with training and support to help them achieve their best performance and productivity. myWorld is the perfect complement to the Customer Care Packages.

# Customer Care Packages

## Our Commitment. Your Choice.

The wide range of Leica Geosystems' support and professional services has been carefully organised into a series of Customer Care Packages (CCPs). CCPs make it easier than ever for customers to choose the support and services that best suit their particular requirements and budgets. When you choose a CCP, you profit from maintenance and warranty plans that ensure top equipment availability, trouble free usage and minimal downtime. Preferred hotline access, at no additional cost, keeps your personnel productive by enabling them to obtain professional advice when needed. As a Leica Geosystems Customer Care Package customer, you enjoy the security of our global components, combined with the convenience of local benefits.

Customer Care Packages are operated by a global network of professional support engineers and service technicians, and are available for total stations, GNSS products, digital levels and controllers, as well as HDS products and software.



Total Station



Controller



HDS Software

Software



Digital Level



GNSS Products



HDS Laser Scanner



# Customer Care PACKAGES »

**Customer Care Packages Offering**

**BASIC  
CCP»»**

**BLUE  
CCP»»**

**BRONZE  
CCP»»**

**SILVER  
CCP»»**

**GOLD  
CCP»»**

Global Components					
Customer Support	✓	✓	✓	✓	✓
Software Maintenance	✓	✓	✓	✓	✓
Hardware Maintenance		✓		✓	✓
Extended Warranty			✓	✓	✓
Local Benefits		✓	✓	✓	✓

**CCPs are available for different durations and coverage levels. For example:**

- Bronze CCPs are offered for selected products and markets.
- Gold CCPs for total stations contain additional extended maintenance at recommended intervals.
- Gold CCPs for HDS include an additional backup scanner.



**Customer Support**

Benefit from direct telephone and online access to a network of support professionals who will work with you to solve any problems that may arise, whether they are operational questions, instrument configuration issues or general advice. Support requests can be logged online 24 hours a day.



**Software Maintenance**

Latest software improvements and new features keep you and your products up-to-date to maximise productivity.



**Hardware Maintenance**

Periodic preventative maintenance carried out by experienced technicians minimises repairs and downtime and ensures reliable instrument operation. The full service history helps your products retain their future sale value.



**Extended Warranty**

Leica Geosystems surveying instruments come standard with a one-year warranty. This may be extended to a maximum of three years, covering labour and spare parts. An extended warranty provides the additional security of knowing that unplanned costs in the future can be avoided.



**Local Benefits**

Each sales office enhances the standard Customer Care Package with local resources, delivery networks, local language and knowledge of local methods.

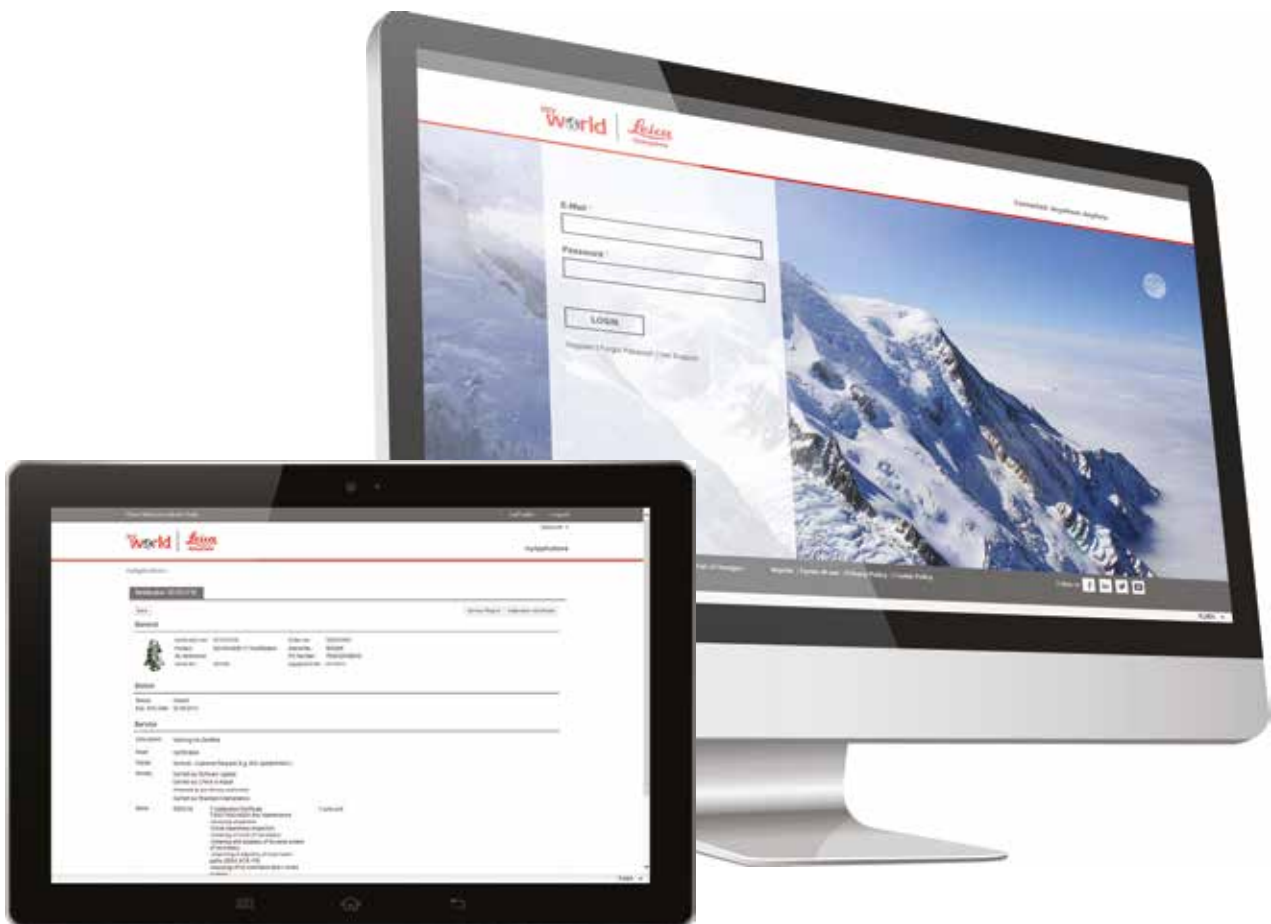


# myWorld @ Leica Geosystems Connected. Anywhere. Anytime.

The success of your business rests on two valuable investments: your personnel and your equipment. Leica Geosystems' information portal myWorld provides instant access to a world of knowledge and information that will keep both your personnel and equipment up-to-date and operating at their best.

People are key to the success of any company. myWorld offers up-to-date training and support that will build confidence and competence, optimising your personnel's knowledge and allowing them to reach their full potential.

myWorld provides 24/7 access to all information you require to actively manage your equipment. Detailed information on individual products and their service history aids in maintaining their value while at the same time enabling maximum efficiency and productivity.





### myProducts

Benefit by staying up-to-date and getting the most out of your products.

- View detailed information about your products (purchased options, CCPs, etc.).
- Stay up-to-date with the latest documentation.
- Perform automatic on-line software updates easily.



### myService

Profit from myWorld detailed service records that allow you to better plan equipment deployment.

- View the complete service history of your products.
- Have instant access to status of current service cases.



### mySupport

Professional support at your convenience enables you to maintain maximum productivity.

- View the complete history of your support cases.
- Create support requests online that are promptly answered by skilled professionals.



### myTraining

Increase your product knowledge and productivity.

- Benefit from online training material as well as online registration for newsletters, local seminars and training courses.
- Keep up-to-date with the latest information on your products.

**REGISTER TODAY AT**  
**[myworld.leica-geosystems.com](http://myworld.leica-geosystems.com)**



Revolutionising the world of measurement and survey for nearly 200 years, Leica Geosystems creates complete solutions for professionals across the planet. Known for valuable products and innovative solution development, professionals in a diverse mix of industries, such as aerospace and defence, safety and security, construction, and manufacturing, trust Leica Geosystems for all their geospatial needs. With precise and accurate instruments, sophisticated software, and dependable services, Leica Geosystems delivers value every day to those shaping the future of our world.

Leica Geosystems is part of Hexagon (Nasdaq Stockholm: HEXA B; hexagon.com), a leading global provider of information technologies that drive quality and productivity improvements across geospatial and industrial enterprise applications.

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