

UP TO SPEED UP TO DATE UP AND RUNNING

With a Software Maintenance and Support Agreement



AS OUR VALUED SOFTWARE MAINTENANCE AGREEMENT (M1) CUSTOMER, YOU GET:

- Technical support 8/5
- New software upgrades and updates
- Assurance that your investment is protected
- Our M1 Newsletter
- Attractive offers and special campaigns
- M1 activity days, training and events

When you buy from Brüel & Kjær, you buy products that meet the highest standards in quality and performance. Time and money are both precious commodities in today's competitive world and to keep pace with new business requirements, it is essential that your system is up to date. In fact, when you buy from us, you also buy into the most comprehensive global network of service and support in the sound and vibration business.

With a Software Maintenance and Support Agreement we become an ongoing business partner offering services that are aligned with your needs. Our commitment is to keep you up to speed, up and running and up to date.

“ IN MY OPINION, AN M1 AGREEMENT IS ESSENTIAL AS IT GIVES US PEACE OF MIND. DOWNTIME IS COSTLY BUSINESS, SO GETTING SPECIALIST SUPPORT FROM BRÜEL & KJÆR WHEN NEEDED IS CRUCIAL FOR OUR COMPANY ”

Eric Seifferlein
Innovation Program Manager
Henkel Adhesive Technologies, USA

TECHNICAL SUPPORT

CUSTOMER: We are having setup and configuration issues with our system. Our technicians need help and they need it now. Is this possible?

WE OFFER:

- Our technical support team is on hand to offer Hotline help 8/5. They can provide on the spot help for simple issues and guide you towards a solution. Should you require advanced support, the team is backed by our global team of skilled specialists and application engineers
- As agreement owner, your call or email will jump to the front of the queue and receive highest priority

SOFTWARE UPGRADES AND UPDATES

CUSTOMER: Can we ensure that our system is up-to-date without incurring vast cost?

WE OFFER:

- Our development department is constantly improving the existing functionality and user interface of our software, based on customer feedback. A Software Maintenance and Support Agreement gives you exclusive access to licenced software products including tested version upgrades and updates as they become available
- New features, improved functionality and bug fixes will help keep your equipment at the highest level of performance

YOUR SYSTEM IS SAFE WITH US

CUSTOMER: We have upgraded our computer operating system to the latest Windows® OS. Will this cause problems for our applications?

WE OFFER:

- We protect your investment by making sure that your applications function reliably despite the increasing number of Windows® and Microsoft® updates. We guarantee that they will run on any new PC with the latest version of Windows® installed

UNIFY VERSIONS OF SOFTWARE

CUSTOMER: We have several systems with different software versions. This is not an efficient way of working. How can we get all our operators on the same version?

WE OFFER:

- As agreement holders, we will update all your versions to the latest version so that you can work efficiently across systems and optimize your processes and resources

TRAINING

CUSTOMER: New members of staff need to get up to speed quickly, but how can our non-routine and experienced users also improve their skills?

WE OFFER:

- We offer courses aimed at new, novice and experienced staff from basic courses to refresher and advanced. Our course leaders are often world-renowned and experts behind the technologies themselves. You will also have access to online training courses and application/feature focused webinars
- You will be invited to our annual user conference*, where you will be updated with the latest technology and features and share ideas with other users

SAVE TIME AND MONEY AND ORDER A MULTI-YEAR CONTRACT

CUSTOMER: Can you support us with a solution where we save money and spend less time renewing our M1 Agreements?

WE OFFER:

- A multi-year contract saves you time and money and can cover up to a maximum of 3 years. The more years you sign up for the more you save. So, no more worrying about your contract expiring or having to renew on an annual basis

“ FOR DUPONT, THE BIGGEST BENEFITS OF M1 INCLUDE: FREE SOFTWARE UPGRADES THAT MAINTAIN THE CONSISTENCY OF THE SOFTWARE, PROFESSIONAL TECHNICAL SUPPORT COVERING NOT ONLY QUESTIONS RELATED TO BRÜEL & KJÆR TEST SYSTEMS BUT ALSO THOSE RELATING TO THE FIELD OF NVH TESTING AND COMPREHENSIVE TRAINING THAT GREATLY IMPROVES OUR TEST CAPABILITY AND MEETS OUR SPECIFIC NEEDS ”

SUN Zhongzheng
Noise and Vibration Specialist
DuPont R&D Centre, China



*Please note that the annual invite to our user conference does not apply for all markets

WE OFFER A COMPLETE SOLUTION OF SERVICES

CUSTOMER: Downtime is costly. What if my hardware needs to be sent for repair or calibration?

WE OFFER:

EXTENDED HARDWARE WARRANTY

Our skilled technicians are on hand if an instrument requires repair or adjustment. An extended hardware warranty agreement eliminates the risk of unexpected repair costs and extends the factory warranty to a maximum of five years after purchase. For those who cannot afford downtime on their system we offer a 3-day turnaround option with which you will be up and running within three business days of a failure

INSTALLATION

Get up and running successfully with your new equipment. All our products are supplied with detailed product documentation and we strive to make our solutions easy and intuitive to use. We also offer on-site installation and site acceptance test if required

CALIBRATION

Planned regular calibration assures measurement data quality and validity. Our comprehensive range of calibration services are all documented and traceable and our calibration laboratories are accredited in many regions, fulfilling the requirements of ISO, A2LA and other standards. We also offer primary calibrations for transducers through the Danish Primary Laboratory of Acoustics (DPLA)

THE PLATFORM

Developed as an advanced solution for sound and vibration measurement, Brüel & Kjær's analyzer platform supports all your measurement needs from single-channel, real-time applications to complex, multi-channel recording and post-processing scenarios.

Our unique service covers the complete measurement chain, supplying transducers, data acquisition hardware, analysis software, and reporting tools. Offering all of this from one company makes it possible for us to optimize our solutions so they give maximum benefit to the user.

AND THERE IS MORE FOR SOFTWARE MAINTENANCE AND SUPPORT AGREEMENT HOLDERS...

- Free re-hosting of licences
- Periodic campaign offers
- Choice of download, DVD or USB memory stick for software releases
- M1 Newsletter including special access to Fast Track download page. Download the most recent fixes and improvements keeping you up to date even between major releases

“ IN ADDITION TO RECEIVING NEW SOFTWARE VERSIONS WITH INCREASED CAPABILITY AND NEW FEATURES, WE RECEIVE WORLD-CLASS APPLICATION AND SOFTWARE SUPPORT FROM EXPERTS IN THE FIELD OF ACOUSTICS AND VIBRATION ”

Mr. Normand Duhaime
STM (Montréal Transport Commission)

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Brüel & Kjær 

BEYOND MEASURE