

Service General Specification

Response Center

SGS 43H99X01-01E

Release 2.0



The First Aid Cross symbolizes not only our curative services but also our preventive maintenance measures. The arrow symbolizes our speed and precision.

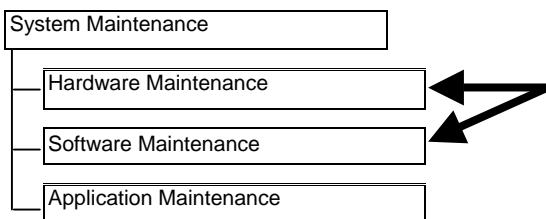
Overview

The Response Center (RC) provides prompt response to customer inquiries regarding problems in order to avoid extended downtime or loss of data. Our goal is to provide cost-effective solutions to system issues.

Fully trained, skilled Service Specialists utilizing a database of historical records will listen to the symptoms, investigate the problem and provide solutions. For issues that require escalation to other Yokogawa groups, our Service Specialists have access to a global network of Yokogawa Response Centers that provide interfaces to other Yokogawa groups worldwide.

Positioning

The Response Center provides for telephone based diagnostic maintenance of the system hardware and software.



Functional Overview

The Response Center provides for the following diagnostics:

- Yokogawa Hardware
- Yokogawa Software
- Yokogawa Operating System

These diagnostics are performed on an on-demand basis under an annual contract. The Yokogawa Service Specialist discusses the problem and related issues to determine the core cause of the issue.

When the issue cannot be resolved within the Yokogawa Response Center the Service Specialist escalates the issue to the global response network for feedback from other groups within Yokogawa including the development groups.

A Yokogawa representative then calls the end user to report the results of the investigation along with the Yokogawa recommendation for resolving the issue.

Ordering Instructions

The Response Center service is purchased on an annual basis. Please contact your local Service Sales Representative for more information.

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