

AFTER-SALES SERVICES AND SUPPORT



INNOVATION

ENGINEERING

OPTIMIZATION

The service line for BTS customers – competent, reliable and efficient

Our service ...

Bayer Technology Services (BTS) offers you integrated solutions for the operation of process engineering facilities, covering the entire lifecycle of each system, from the planning and design, through engineering and operation, to maintenance, servicing, optimization and training. Our consistently innovative, practical and value-enhancing solutions have been designed to create the maximum amount of practical benefit. As part of our comprehensive approach, we are available to our customers at short notice and at all times, using our wide-ranging experience to answer questions, provide practical assistance and solve any problems that might occur.

Our telephone Service Line gives you universal and systematic access to all our service and support facilities, so that you can directly tap into our expertise in a process that is well structured and transparent:

- Via a single standard phone number
- Round the clock (24/7) if required
- In English and German
- Talking directly to specially trained experts

Our Service Line provides:

- Competent help with hardware and software problems
- Support with system configurations and changes to these
- Performance of software updates
- Help via remote access to customer systems
- Device monitoring and diagnosis through remote maintenance
- Organization and coordination of on-site service and also of repairs and replacements of machinery

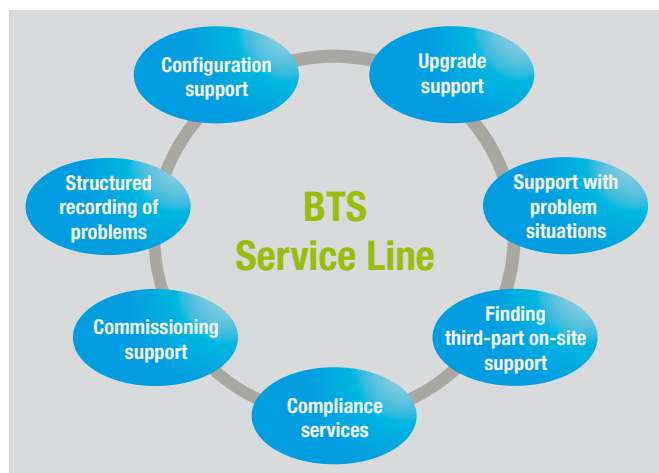
- Management of spare parts and machinery
- Compliance services, e.g. support with audits and validations of systems installed by BTS
- Organization and provision of third-party seminars and training courses
- Support with commissioning of automation systems installed by BTS

All these services can be booked for a fixed period of time under a perfectly troublefree package deal which is as simple and convenient as a maintenance contract. Alternatively, you may prefer a pay-per-call solution whereby you purchase an entitlement to a specified number of service and support requests.

Both service facilities include the complete processing of each customer inquiry by phone. The only additional costs you incur are those for any hard or software that may be required and for expenses involved in calling out technicians for work on site.



Bayer Technology Services
Powering Your Performance



The BTS Service Line provides a wide range of customer support services through one-stop shopping

... is your gain

Our Service Line gives you the security of continuous access to help and advice, so that our installations on your premises are fully available, operable and efficient at all times.

Our services ensure that you never need to do without our competent help, even when your own specialists may not be available for one reason or another. Moreover, as developers and system partners, we also solve problems which go beyond the experience of your own engineers or which would require too much of their time. All these benefits are available to our customers on attractive terms.

Our approach

Our Service Line is staffed by competent and fully trained agents, from the first to the last customer contact. Training is provided in a computer-aided and database-assisted real-time environment that gives them all the important information about BTS installations and their configurations on our customers' premises. Our staff also have detailed knowledge of the relevant products and processes.

Using structured checklists and flowcharts, which are regularly updated and improved under an expert system, our Service Line can answer many questions straight away, upon first contact, so that numerous questions can be resolved immediately online. If this is not successful, then the customer inquiry together with a detailed inquiry log are passed on to specialists for further processing. This is stage two of our service model. Right from the beginning, our specialists therefore have all the essential details at their fingertips, enabling them to help quickly and efficiently. Should this be required, it is also possible to involve further experts or – at stage three – to arrange an on-site support session with our experts.

This procedure, too, is strictly systematic in its structure. Our standardized processing methods for inquiries have been designed to ensure that you receive the best possible answer or solution proposal within the shortest period of time. Moreover, our approach complies with all the requirements on a state-of-the-art quality management system.



The BTS Service Line – guardian angel for your BTS installation

Current areas of competence of our Service Line

The Service Line of Bayer Technology Services currently supports the following products and areas of competence:

- Components in logistics execution systems (LES), such as Lexsy® LabelPrint, ProteXXion® etc.
- Support and maintenance of manufacturing execution systems (MES), training simulation, process performance monitoring with PerMonDO® etc.
- Qualification and validation of IT-supported systems, ranging from field devices to MES
- Process analysis equipment, e.g. spectroscopic online analysis appliances, SpectroBAY®, BaychromAT®, analysis sample containers, etc.
- Automation solutions for process engineering facilities
- Lifetime support for our BTS package units, e.g. UVivotec®
- Commissioning support for control system components and security-focused controls
- Support for your maintenance throughout the entire automation process of process engineering facilities

Our range is continually enhanced and supplemented to suit our growing service portfolio and our customers' requirements.