IDS GEORADAR
ACTIVE CUSTOMER CARE
Our Commitment. Your Success.

Innovation, Technology, Reliability

IDS GeoRadar provides products and solutions for geophysical, mining, civil engineering and security applications.
www.idsgeoradar.com
ACTIVE CUSTOMER CARE

OUR COMMITMENT, YOUR SUCCESS.

You can rely on our worldwide Service Network which makes technical support easily available around the world, anytime and anywhere.

A trusted network of high-level professionals, trained by IDS GeoRadar on specific systems/tasks, is used to work in conjunction with our Headquarters team on any technical support task which may be necessary.

CUSTOMER SUPPORT

IDS GeoRadar’s customers benefit from a worldwide support organisation that includes hotlines, web-based support, video tutorial, 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

IDS GeoRadar offers a wide range of technical services, all conducted by highly qualified technicians utilising professional tools. Three different levels of CCPs 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.

CUSTOMER CARE PACKAGES (CCPs)

IDS GeoRadar Customer Care Packages ensure you achieve maximum value from your investment. When you buy a CCP, 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 three different Customer Care Packages, you will be sure to obtain the package that best suits your particular requirements and budget. From Silver to Maintenance, IDS GeoRadar has the right Customer Care Package for your business.

myWorld

myWorld 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.

POWERFUL AND DENSE NETWORK OF SERVICE

9 service centers in 9 countries are operated by IDS GeoRadar or certified local distribution partners whose technicians are trained by IDS GeoRadar. All service centers are regularly controlled and re-certified and operate with the same IDS GeoRadar-designed professional tools and equipment.
CUSTOMER CARE PACKAGES

OUR COMMITMENT. YOUR CHOICE.

The wide range of IDS GeoRadar’s 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 get 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 IDS GeoRadar 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 Opera Duo, C-thru and uNext.

CUSTOMER CARE PACKAGES OFFERING

INCLUDES:

- Web Site Customer Area: GPR knowledge base
- Software package updates/ upgrades
- Advanced Technical documents downloads
- Advanced Training documents downloads
- Troubleshooting tools (NEW)
- Advanced Tutorial (e.g. Video Tutorials) (NEW)
- FAQ section tools (NEW)
- Free download of sample Data set (NEW)
- Remote Technical support 9h-18h; 5 days/week (via e-mail, phone, remote access) PRIORITY (NEW)

INCLUDES ALL SILVER PACKAGE BENEFITS PLUS*:

- Warranty extension for new systems (not including mis-use)
- A Training1 session (total 8 hours or 4+4 hours) on software procedures and data interpretation.

1 The training session to be held in IDS GeoRadar or by remote

 INCLUDES ALL SILVER PACKAGE BENEFITS PLUS **:

- Warranty extension for old systems (not including mis-use)
- Delivery of Test Certificate.

2 System general check needed

CUSTOMER CARE PACKAGES OFFERING

Silver CCP

INCLUDES:
- Web Site Customer Area: GPR knowledge base
- Software package updates/ upgrades
- Advanced Technical documents downloads
- Advanced Training documents downloads
- Troubleshooting tools (NEW)
- Advanced Tutorial (e.g. Video Tutorials) (NEW)
- FAQ section tools (NEW)
- Free download of sample Data set (NEW)
- Remote Technical support 9h-18h; 5 days/week (via e-mail, phone, remote access) PRIORITY (NEW)

Gold CCP

INCLUDES ALL SILVER PACKAGE BENEFITS PLUS*:
- Warranty extension for new systems (not including mis-use)
- A Training1 session (total 8 hours or 4+4 hours) on software procedures and data interpretation.

1 The training session to be held in IDS GeoRadar or by remote

Maintenance CCP

INCLUDES ALL SILVER PACKAGE BENEFITS PLUS **:
- Warranty extension for old systems (not including mis-use)
- Delivery of Test Certificate.

*Applicable for new systems up to 4 years.
**Applicable for old systems up to 7 years.
The success of your business rests on two valuable investments: your personnel and your equipment. The 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 IDS GeoRadar hardware and software.
• View detailed information about your products (purchased options, CCPs, etc.).
• Stay up-to-date with the latest documentation.
• Perform automatic online software updates easily.

myService
A detailed service records of your products allows you to better plan equipment deployment, minimizing systems downtime.
• 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.

myLearning
Increase your product knowledge and productivity.
• Benefit from online training material.
• Keep up-to-date with the latest information on your products.

Register today at myworld.leica-geosystems.com
IDS GeoRadar, part of Hexagon, provides products and solutions, based on radar technology, for mining, civil engineering and monitoring applications. The company is a leading provider of Ground Penetrating Radar (GPR) and Interferometric Radar solutions worldwide.

IDS GeoRadar is committed to delivering best-in-class performance solutions and to the pursuit of product excellence, through the creation of application-specific, innovative and cost-efficient systems for a wide range of applications including mining, utility detection and mapping, civil engineering, geology, archaeology and public safety.

Hexagon is a global leader in digital solutions that create Autonomous Connected Ecosystems (ACE). Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 3.8bn EUR. Learn more at hexagon.com and follow us @HexagonAB.