



KeysightCare

Uptime. Precision. Expertise. At Your Service.

BROCHURE

INTRODUCTION

Uniquely Oriented Towards Your Success

Customer success is at the heart of Keysight's leadership model. It's all about our relentless drive to deeply understand your business, optimize your experience, and help you achieve sustained positive outcomes with our products and solutions.

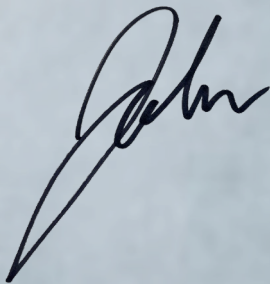
Fundamental to our customer-centric approach is KeysightCare, our premium support offering to keep your innovation journey on track.

As an enduring company that has depended on disruptive breakthroughs, we understand your journey includes exciting discoveries, unexpected challenges, and constant reinvention.

We have designed KeysightCare to help you navigate your journey by mitigating project risks and delays, optimizing time and resources, and ensuring the quality of your end-product. We continuously invest in expanding our service centers, growing and upskilling our global experts, and improving our support infrastructure to help you innovate at speed. With prioritized responses and turnaround times, you will quickly get the expert help you need.

KeysightCare offers a range of tailored support plans with repair coverage, Keysight-certified calibration, and real-time software updates — empowering your engineering teams to maximize uptime and measurements.

I invite you to explore how KeysightCare can smooth, accelerate, and strengthen your innovation journey.



John Page

President of Global Services at Keysight



To Successfully Innovate

You must successfully mitigate risk

The best ideas and the most brilliant minds invariably encounter unexpected challenges and costly delays. Research ¹ indicates that 90% of technology companies surveyed reported revenue losses because of delays related to test equipment configuration, training, or maintenance; over half lost \$100,000 per day or more while waiting to solve issues.

Even with the best of equipment and software, risk can take the form of:

- Delays due to equipment downtime or malfunction.
- Tangible and intangible costs of improperly calibrated equipment from one-off calibration costs to time consumed opening unexpected purchase orders, to potential quality issues from inaccurate test results.
- Wasted engineering time searching for answers on best using test equipment, optimizing measurements, and resolving test setup issues.
- Manual or lengthy engineering processes that could have been solved with new features of up-to-date software.
- Budget overruns due to unplanned repair and calibration events and the purchase of new software revisions.



1. Dimensional Research Study

Keysight Helps You Innovate at Speed

From the highest accuracy repair and calibration, up-to-date software enhancements, and unlimited access to expertise, KeysightCare curated plans bundle essential services with prioritized response and turn-around times to get, and keep, your engineering teams innovating at speed.

Maximize Uptime

With KeysightCare plans, you choose from various response and turnaround time options while ensuring your teams have unlimited repairs, scheduled calibrations, ongoing software updates, and expertise at no extra cost.

KeysightCare saves money, too. When you choose multi-year plans, your savings multiply.

Increase Precision

Repair and calibration services are not created equal. When you choose the original equipment manufacturer (OEM) who knows the products best, you can be confident that you are getting the most accurate repair and the most comprehensive calibration in the industry. With KeysightCare repair services, we provide a complimentary calibration each time. With Keysight calibration, we test every specification, every option, every time with equipment that verifies with the highest precision possible. With KeysightCare, you get to the front of the line with the best available turn-around times from one of our 60+ service centers around the globe.

Access Expertise 24x7

Keysight has over 1,500 service and technical experts worldwide at your service through phone or email. In addition, Keysight continuously invests in platforms to make finding answers and resources faster than ever. With KeysightCare, your unlimited access to experts and resources is prioritized so you and your teams can access expertise on your schedule.



KeysightCare for Instruments

What you need most, when you need it most

The costs of project delays, down production lines, and product quality issues such as recalls, returns, and lost yields can be staggering. Protect your innovation investments from repair delays and out-of-calibration equipment with KeysightCare for instruments.



Prioritized turn-around time options for the uptime you need, when you need it.



Unlimited repair coverage with complimentary calibration with every repair.



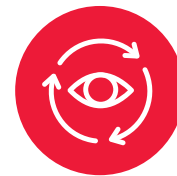
Keysight-certified precision with the calibration of your choice.



Fastest response time options to access expertise on your schedule.



Unlimited, prioritized access to domain experts and technical content.

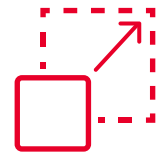


End-to-end service visibility via proactive emails and through portal to manage uptime 24x7.

KeysightCare for Software

Delivering state-of-the-art, first

Keep pace with fast-moving, leading-edge software applications by ensuring the latest updates and enhancements and the expertise to get you up and running at priority response times. Various types and terms allow you to match the licensing scheme best suited for your projects and organizations.



Timely access to software updates with the latest features for your firmware and software.



Proactive notifications to support your schedule.



Unlimited, prioritized access to domain experts and technical content.

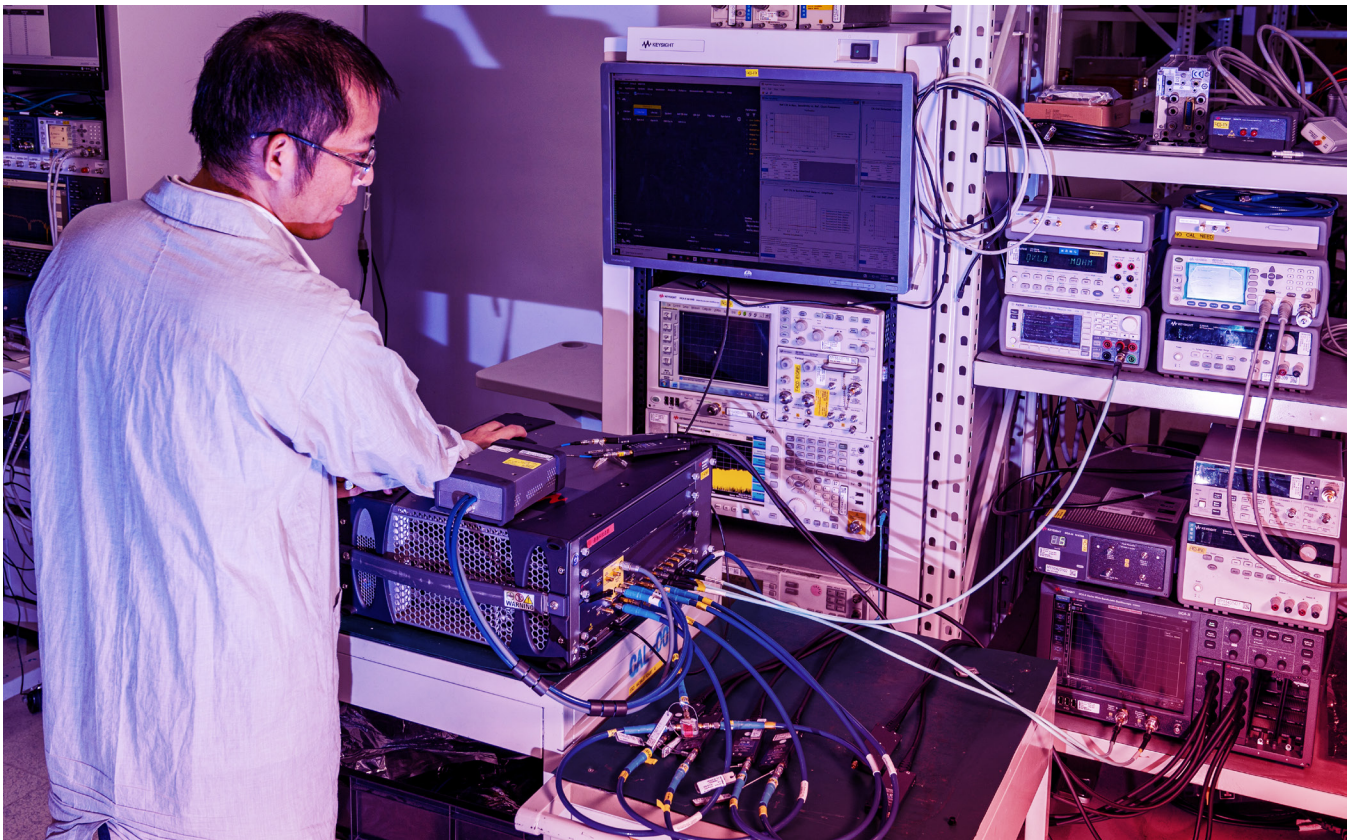
KeysightCare for Solutions

As unique as your system

KeysightCare for Solutions is as unique as the software, hardware, and configuration that create your application-focused system or solution. Your solution requirements may call for:

- On-line dedicated solution support.
- Solution diagnostics, verification, and calibration.
- Periodic premium and accredited factory calibration.
- Onsite repair and calibration.
- Solution component loaners.
- On-site technical support.
- Special access to solution expert.

Our Keysight solution experts will recommend a range of standard support plans, each tailored to the specific solution, providing prioritized services, expertise, and premium experience that KeysightCare is known for.





Why Keysight?

Keysight is committed to your success. Our global team of technicians and experts innovates around the clock to provide you with an exceptional support experience that is:

Predictive and prioritized

Rest assured that callbacks, troubleshooting, repairs, and calibrations are prioritized to take place at your pace.

Precise

Trust our exacting measurement standards to ensure repairs and calibrations return your equipment to like-new tolerances and precision.

Proactive and personalized

Our experts will take the time to understand your case history, suggest solutions, and offer resources proactively; your repair and calibration progress will be visible end-to-end, 24x7.

Invested in you

We continuously invest in state-of-the-art support tools and processes to speed time to resolution and serve up the most relevant information for your needs.

Keysight's Global Presence

Service where you need it, when you need it



Find the KeysightCare that is Right for You

Select from multiple carefully curated KeysightCare plans to deliver what you need most, when you need it most. Whether for instruments, software, or specialized solutions and systems, you can find the KeysightCare plan that fits your organization today and expands as your needs grow.

While most new mid-range and high-performance instruments include KeysightCare Assured for 1 year in all regions, Keysight recommends multi-year agreements to ensure maximized asset uptime. KeysightCare Assured includes unlimited and prioritized repair coverage and unlimited access to technical experts with committed response times. Secure KeysightCare Enhanced for dependable, accurate, and repeatable results over time through a Keysight-certified calibration service of choice in addition to the benefits of KeysightCare Assured and accelerated service and support turnaround times.

Learn more about all support plans by visiting the [KeysightCare data sheet](#).

2. Such as ANAB, CNAS, JCSS, KOLA, and UKAS, and regional standards like Z540.3. View the full list at keysight.com/find/accreditation



Industry Accolades for KeysightCare



The TSIA STAR Award for Excellence in Omnichannel Customer Experience Optimization recognizes Keysight’s leadership in delivering a unified, AI-powered support model through KeysightCare. By integrating digital and human-assisted channels, KeysightCare ensures faster resolution, greater uptime, and elevated customer satisfaction—setting a new benchmark for omnichannel service excellence.



The Silver Globee for Customer Excellence award acknowledges KeysightCare’s success and serves as motivation for the entire industry to pursue and realize elevated standards of excellence. It reflects Keysight’s dedication, skills, and significant contributions to the field.



The Bronze Stevie for Achievements in Customer Satisfaction highlights Keysight’s commitment to transforming the customer experience and achieving excellence in customer satisfaction. KeysightCare, Keysight’s flagship program, leads the company’s services portfolio in the unique and significant achievements that continue to deliver industry-leading customer support.

Contact us

Talk to a service representative to add, extend, or expand the KeysightCare option that is best for you. For more information, please visit www.keysightcare.com.

“By combining the applications of Hillstone Networks Inc.'s high-end firewalls with Keysight's oscilloscopes and KeysightCare, we can fully unleash the performance of our products while ensuring their stability and reliability through rigorous testing and validation. Our goal is to provide exceptional network security solutions to our customers, and Keysight significantly contributes to our success with their leading-edge solutions and services.”

JIA YU
VICE PRESIDENT

EDGE SOLUTIONS AND SERVICES,
HILLSTONE NETWORKS INC.





Keysight enables innovators to push the boundaries of engineering by quickly solving design, emulation, and test challenges to create the best product experiences. Start your innovation journey at www.keysight.com.