



SIEMENS

[siemens.com/answers](http://siemens.com/answers)

# Certificate

## For Excellence in Customer Services

### Hi-Tec-Support GmbH

has successfully passed the assessment and fulfils the requirements to be awarded the status

### Advanced Service Partner

The assessment is performed based on the processes defined for Siemens Business Partners who provide Customer services to end customers of Siemens Healthcare products. The services excellence program encompassed the following subject areas:

- Service Organization (Organizational Set-up, Resource Allocation, Job Roles)
- Competency Management for Technical Support Staff
- Maintenance (Reactive and Preventive) / Installation / Upgrade / Update Management
- Spare Part Logistics
- General Service Operations, Call Handling and Reporting

Assessment Date: 15.09.2014

Effective Date: 01.11.2014

Expiry Date: 30.10.2015

Assessors: Susanne Häuptli, Malcolm Webber, Roberto De Marco

Certificate Issued: Zurich, on 10.11.2014



Susanne Häuptli  
Head of Service Marketing



Roberto De Marco  
Head of Business Support