

Keysight Technologies

Maximize Your Keysight AXI Coverage with Flexible Pricing

Keysight offers scalable and affordable support solutions for your Keysight Automated X-Ray Inspection systems

Take advantage of Keysight Automated X-Ray Inspection (AXI) support expertise with direct and quick access to genuine parts



Max, Flex or Max-Flex?

Max Support

For customers who want total peace of mind for supporting your AXI systems, our AXI Max support offers the best support value you can find for your AXI systems. It provides unlimited parts coverage and replacement for your AXI systems.

Flex Support

Our AXI Flex support offers the same support as the MAX support except that the x-ray tube is not covered under the agreement. It still provides unlimited parts coverage and replacement for other spare parts required for your AXI systems.

For customers who have the expertise to maintain their AXI systems well, they may go for a full Flex support plan, where labor hours for all services are included and some or all parts can be provided under a blanket Purchase Order arrangement called the Keysight Technologies, Inc. Service Volume Agreement.

Under Flex support plan, you only need to pay for the x-ray tube. Under the Lite support plan, you need only pay for any parts, including x-ray tubes, required for the maintenance of your AXI systems.

Max Flex Support

For customers who need more flexibility, Keysight offers a hybrid Max-Flex AXI support agreement. Here are some key benefits of the Max-Flex plan:

- Greatly reduced support cost and configurable to suit the number of x-ray tube replacements required.
- All parts, including consumables except for x-ray tubes, are replaceable as many times as required, on all systems under the support agreement.
- Flexible use of the x-ray tube, which can be deployed among any of the systems covered under the same support agreement. The total number of x-ray tubes replaceable is equal to the number of systems under the Max support agreement.



Ensuring Transparency

In the course of helping and providing the best support to our customers, we have encountered incidences where independent support vendors or support brokers have claimed that they too, can support the Keysight AXI systems.

It is Keysight's commitment to our customers to be transparent in our support coverage offering so that our customers can have peace of mind and be assured that their needs and best interests are always looked after by us. As such, Keysight has deemed it timely to publish herewith a comparison of an actual support

offering by Keysight and that offered by a support broker.

As can be seen from this actual comparison, despite the seemingly lower contract cost per system per year, the customer should be fully aware of hidden costs under the broker's support plan.

Below is a working template to help you perform a support deliverables and pricing analysis. Simply fill in the number of x-ray tubes you require as well as the average prices in the boxes provided. As for prices, please contact your nearest Keysight support represent who will be glad to help you.

Comparison of Support Deliverables and Pricing Template	Keysight AXI support	Support broker
Number of x-ray tubes required per contract year.	<input type="text"/>	<input type="text"/>
HVPS exchange	Unlimited	Limited to one per contract term
Other parts	Unlimited	Unlimited
Remote phone support	Included	Included
On-site support for x-ray repair next day	Included	Scheduled, not next day
On-site support for non-x-ray repair	Included	Pay per incident
Parts supplies	Unlimited, direct from original suppliers	Limited to spares on hand
Part next business day, 95% confidence	Yes	No
On-site next business day (Same day may be possible for zone 1 customer and depending on availability)	Yes (Original genuine or factory refurbished parts)	No (Used or strip-out parts from used machines)
¹ Unit price for X-Ray tube (standard resolution) (10% preferential discount applicable)	<input type="text"/>	<input type="text"/>
² Price of HVPS	<input type="text"/>	<input type="text"/>
Average price per system/year for (before discount)	<input type="text"/>	<input type="text"/>
Average price per system/year when two tubes are used	<input type="text"/>	<input type="text"/>
Average price per system/year when three tubes are used	<input type="text"/>	<input type="text"/>
Average price per system/year when four tubes are used	<input type="text"/>	<input type="text"/>

FOOTNOTES:

1. The standard resolution x-ray tube price applies if the quantity needed exceeds the number under contract.
2. Support broker's price does not include on-site service and HVPS replacement.

Why Choose Keysight?

Keysight is the sole manufacturer of the x-ray tube and, as any user would know, the x-ray tube is the most expensive part in any AXI system. The x-ray tube has a limited lifespan which may range from two to five years depending on its usage and the level of proper maintenance. That is the key reason why the AXI x-ray tube is a scarce commodity in the used equipment market. As can be seen from the broker's support offering, the broker only offers one replacement x-ray tube per contract term, whereas Keysight offers customers scalable options, for instance, a 4-Max and 4-Flex combination which provides up to four x-ray tube replacements under the agreement.

Customers should also note that the support broker does not provide unlimited parts replacement for the HVPS, unlike Keysight, which offers unlimited parts replacement under either the Max or Flex contracts. All other parts that are provided by Keysight are original genuine parts or factory refurbished parts that have been remanufactured to provide the same quality as new parts.

Our dedicated technical specialist can be at your site the next business day, whereas the support brokers have very limited support resources and they are not able to be on site the next business day to solve your AXI issue. Do note too that the on-site support by the broker is chargeable and it is payable per incident.

Keysight is able to guarantee parts availability next business day with a 95% confidence level and our engineer can be on site the next business day.

From a price comparison standpoint, an additional x-ray tube from Keysight costs no more than \$30,000¹. However, a salvaged and unqualified x-ray tube from the support broker may cost more. This is in addition to the fact that the support broker does not have high resolution x-ray tubes readily available.

In the event when an x-ray tube has to be replaced, the support broker will charge for labor hours for replacement of the x-ray tube, whereas Keysight provides the service at no additional cost.

In the support deliverable and pricing analysis above, you will find that Keysight's support offering provides the best value for your money for your total peace of mind. For the broker's support offerings however, it can easily cost you even more per system if you need to replace at least four x-ray tubes within the same agreement period. The support broker price does not include any kind of on-site support or additional HVPS parts that may be replaced.

Keysight provides you the most flexible and economical AXI support solution for total peace of mind. Call us to find out more on how we can address your unique AXI support requirements. To find out more about Keysight's latest AXI support offerings, please visit: www.keysight.com/find/isupport

1. Prices may vary by geography, depending on geography, logistics, local duties and other costs.

For more information on Keysight Technologies' products, applications or services, please contact your local Keysight office. The complete list is available at: www.keysight.com/find/contactus

Americas

Canada	(877) 894 4414
Brazil	55 11 3351 7010
Mexico	001 800 254 2440
United States	(800) 829 4444

Asia Pacific

Australia	1 800 629 485
China	800 810 0189
Hong Kong	800 938 693
India	1 800 112 929
Japan	0120 (421) 345
Korea	080 769 0800
Malaysia	1 800 888 848
Singapore	1 800 375 8100
Taiwan	0800 047 866
Other AP Countries	(65) 6375 8100

Europe & Middle East

Austria	0800 001122
Belgium	0800 58580
Finland	0800 523252
France	0805 980333
Germany	0800 6270999
Ireland	1800 832700
Israel	1 809 343051
Italy	800 599100
Luxembourg	+32 800 58580
Netherlands	0800 0233200
Russia	8800 5009286
Spain	0800 000154
Sweden	0200 882255
Switzerland	0800 805353
	Opt. 1 (DE)
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United Kingdom	0800 0260637

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