

# Active Customer Care

Our commitment.  
Your success.



leica-geosystems.com



- when it has to be **right**

**Leica**  
Geosystems

# Customer Care Packages

## Leica Geosystems on-machine solutions

Customer Care Packages (CCPs) bundle Product Care and Customer Care together to ensure you achieve maximum value from your investment in machine control solutions. When you buy a CCP from Leica Geosystems, you have peace of mind that nothing stands between you and your productivity. Our global network of professional support and service teams are next to you with local domain knowledge, product expertise and the latest technology tools to keep your operations running. You can simply count on us!

Global Components	BASIC CCP	BLUE CCP	BRONZE CCP	SILVER CCP
Customer Support	■	■	■	■
Software Maintenance	■	■	■	■
Field Service		■		■
Extended Warranty			■	■
Local Benefits	■	■	■	■
Online Training	■	■	■	■



### Customer Support

Direct hotline during office hours and web-based support for:

- Operational questions, issues, and general advice
- Remote support through Leica ConX\*
- Online and on-demand training



### Field Service

Professional local technician support to provide:

- Annual preventive machine inspection
- Yearly maintenance and calibration
- Certificate of system performance



### Software Maintenance

Maximise productivity by staying up to date with:

- Performance improvements
- Application enhancements
- New Software features



### Extended Warranty

Extend coverage beyond the standard warranty:

- Security for unforeseen failures
- Avoid unplanned costs
- Up to five years of coverage



### Local Benefits

Each sales office enhances the standard Customer Care Package with local resources, delivery networks, local language, and knowledge of local methods.

\*Available only for machines with Leica MC1 software V6.2 or later.

# Our focus. Your uptime.

Machine downtime, idling, and unproductive time can have significant financial implications on both small and large-scale construction projects. This includes costs related to unused labor, fuel, and time, as well as potential penalties for failing to meet project timelines.

While it may be challenging to determine the real downtime costs, opting for the appropriate Customer Care Package can yield great tangible advantages. Don't leave your business to luck; entrust it to us.

## ➤ Our promise

To provide you with constant, tailored support through different methods. This includes telephone assistance, offering the best advice tailored to your individual needs.

We utilise technologies that give us the ability to view and control the Leica MCP80 panel for enhanced operational guidance and efficient problem resolution. We provide access to online education, locally delivered trainings, and leveraged local expertise for region-specific needs

## ➤ Your benefits

You will experience quick and efficient resolution of issues, thereby reducing machine idle times and preventing project delays due to machine downtime.

Our proactive approach includes regular checks of essential parts to prevent potential failures. You'll also receive assurance for third parties regarding system operation and witness savings on most labor and spare part costs for most technical issues. Various training possibilities are provided to ensure you utilise the latest features for improved workflows, user interface, and overall application performance.

## ➤ Your value

Peace of mind, thanks to the support of highly-qualified machine control specialists. This in turn ensures time-efficient operations with less downtime.

You obtain an official proof of delivering high-standard work to your customers through the latest technology in machine control. Here are fewer unforeseen expenses, and you gain a deeper understanding of the system, ensuring you maximize your investment in Leica Geosystems solutions.



# A global support network

## Our commitment. Your coverage.

Active Customer Care is one of the most comprehensive service and support networks in the world. It allows us to stay close to you, our customers, working together to resolve issues and plan even better product solutions for the future. It is our commitment to your success.

Close to 300 service and support locations are operated by Leica Geosystems or authorised local distribution partners whose technicians are trained by Leica Geosystems. All service centres are regularly re-certified and operate with the same Leica Geosystems-designed professional tools and equipment.



 Service Centres

 Service Hubs

Find your closest authorised service center

or service hub on

**[leica-geosystems.com/  
contact-us/sales\\_support/  
technical-service](https://leica-geosystems.com/contact-us/sales_support/technical-service)**



# Our passion. Your experience.



*"Our business is so reliant on Leica Geosystems machine control technology; it is comforting to know that the CCP has got us covered so that we will never suffer from downtime."*

**Dan Wilkinson**

Engineering Manager at D Morgan plc, UK

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*"The CCPs speed up the support and resolution process to reduce downtime. As we have seen the benefits of using CCP's, we now purchase 3 year CCP's with all new Leica products."*

**Thomas Byard**

Asset & Fleet Manager at MV Kelly, UK

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*"Our ambition is to deliver quick and professional support and consultancy to our loyal customers with a valid CCP contract. The customer support is the most important element in the CCP and has the highest priority in my team."*

**Brian Hansen**

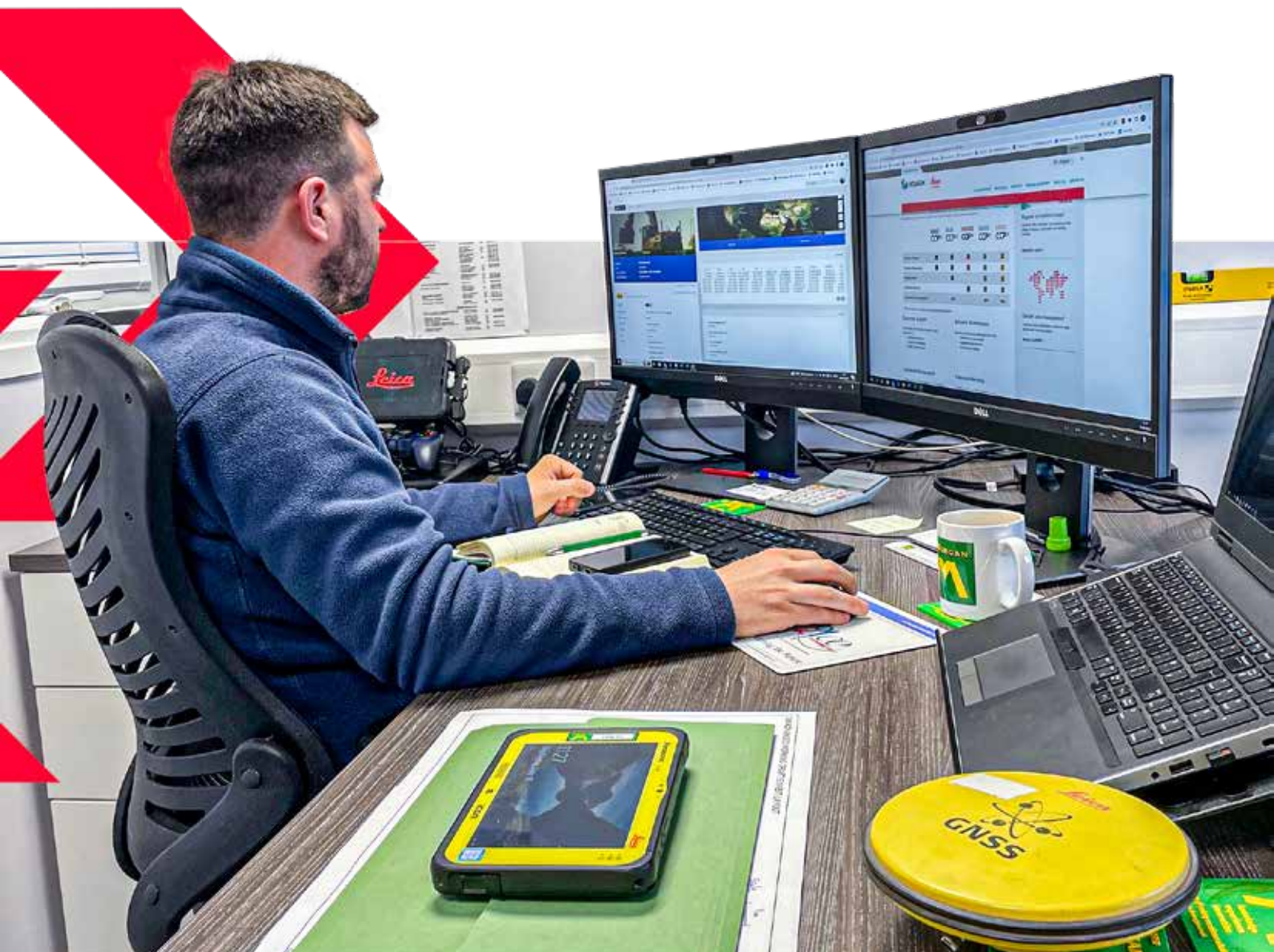
Aftermarket Manager Leica Geosystems, Nordics

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# myWorld Customer Portal Connected. Anywhere. Anytime.

Stay connected - wherever you are and at any time. Through our customer portal, myWorld, you can access all the information needed for a successful operation: product news and updates, user manuals, new software releases, training, support and other services to keep your equipment and teams running. Detailed information on individual products and their service history aids in maintaining their value while enabling maximum efficiency and productivity.

Additionally, myWorld offers training and support for your employees to ensure they stay up to date with new products and product features, utilising them properly daily to support smooth operations.



myWorld



## myProducts

**Benefit by staying up to date and getting the most out of your products.**

- View detailed information about your products (available options, licenses, CCPs, etc.).
- Stay up to date with the latest documentation and software updates.



## myService

**Profit from an overview on service cases that allows you to plan equipment availability.**

- Have instant access to the status of current service cases
- View the complete service history of your products.



## mySupport

**Professional support at your convenience enables you to maintain maximum productivity.**

- Create support cases online that are answered by skilled professionals.
- View the complete history of your support cases.



## myLearning

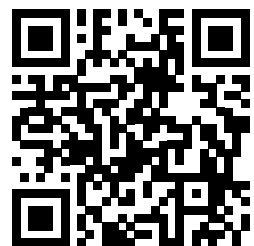
**Increase your product knowledge and productivity.**

- Benefit from online training courses to learn more about your products.
- Keep up to date with the latest information on your products.



Register today at [myworld.leica-geosystems.com](https://myworld.leica-geosystems.com)

Some features may not be available in all markets.



## Leica Geosystems - when it has to be right

Revolutionising the world of measurement and survey for nearly 200 years, Leica Geosystems, part of Hexagon, creates complete solutions for professionals across the planet. Known for premium products and innovative solution development, professionals in a diverse mix of industries, such as aerospace and defence, safety and security, construction, and manufacturing, trust Leica Geosystems for all their geospatial needs. With precise and accurate instruments, sophisticated software, and trusted services, Leica Geosystems delivers value every day to those shaping the future of our world.

Hexagon is a global leader in sensor, software and autonomous solutions. We are putting data to work to boost efficiency, productivity, and quality across industrial, manufacturing, infrastructure, safety, and mobility applications.

Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 24,000 employees in 50 countries and net sales of approximately 5.2bn EUR. Learn more at [hexagon.com](https://hexagon.com) and follow us @HexagonAB



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