

Westermo Service Agreements

Providing the service, products and expertise you need

WESTERMO

Home Orders Service Agreements Installed Base Technical Support

Welcome Peter to the Westermo Service Portal!

Here you get easy access to our technical support, an overview of your Westermo products, access to product information which is relevant for you, and much more.

Orders

Order No	Purchase Order No	Order Status
Z00037345		Registered
S147758		Cancelled
S147754	4575279109	Registered
S147744	4575278798	Registered
Z00037259	PO#4575278545,C26	Registered

[View All](#)

Service Agreements

Contract Name	Type	Devices	Renewal Date
2022 Söderbanan			
2023 Adrian Flow Test #1	Enhanced		
2023 Grubbryggen	Enhanced	42	
2023 Tornio	Essential	5	2025-12-08
2023 Tornio	Essential	5	2025-12-08

[View All](#)

Training

With a Service Agreement you have discounts on our trainings. Learn with our experts and increase your knowledge of Industrial data communication.

[Learn more here!](#)

Order Support

Have any questions on your order? Reach out to our order teams and they will help you sort out any queries.

[Get help on your Order!](#)

Tech Support

Our global subject matter experts and development personnel are here to ensure your issues are resolved as swiftly as possible.

[Log a Case with our team!](#)

Security Advisory

Security Advisories are published for moderate and high-risk security issues related to our products that we post on our website.

[Learn more and sign up!](#)

In today's world, critical applications rely on reliable, redundant, and resilient operational network technology. The need for better and more secure networks will only grow. Networks are expected to be simple, yet the complexity of the solution will become more challenging as cybersecurity needs become strategically in focus.

At Westermo, our ambition is to provide the world's best solutions for industrial networks. To succeed, we have expanded our responsibility from supplying world-class industrial network products. We have a wealth of experience in operational technology, covering multiple and diverse industrial applications. Therefore, we believe it is our responsibility to partner with you, to jointly innovate industrial networks covering design, maintenance, and security.

As the foundation for the services we offer, we have prepackaged Service Agreements that help you maintain, secure, and improve your industrial network during its life cycle. These offer you access to fast and responsive expertise ready to support you at critical periods.

Ordering Information	
Art.no	Description
300-8510	Service Agreement, Essential
300-8520	Service Agreement, Enhanced

Service Agreements, Enterprise are created on a request basis

Service Agreements Overview

On top of the default services that comes with the products, Westermo can offer three Service Agreements; Essential, Enhanced and Enterprise. Essential and Enhanced Agreements have the scope of a network installation, project, or a geographical site. Enterprise Agreement covers the full Westermo scope of supply to an enterprise. Please, contact us at www.westermo.com/services/services-overview.



		Self-manage	Essential	Enhanced	Enterprise
Scope			For a network installation, project or site		For an enterprise
Documentation		Always available on westermo.com			
Relationship Management	Account management		Account manager. Regular check-ins.	Account management team. Regular check-ins.	
Technical Support	Support cases	Reasonable effort	SLA* - 8 h response time	SLA* - 4 h responsetime	
	Service portal				
	Support services	Per request	Priority access; 5% rate discount	Priority access; 10% rate discount	Priority access; 15% rate discount
	Dedicated support contact				
Cyber Security	Advisory notices	Continuously available on westermo.com			
	PSIRT** support	Reasonable effort	SLA* - 8 h response time	SLA* - 4 h response time	
Training	Webinars	Continuously available on westermo.com			
	Online training	Quoted	Included		
	Class-training discount		5%	10%	15%
Warranty	Hardware	Up to 5 years		Up to 8 years	
Service portal	Asset / device overview				
	Targeted notifications				
	Case overview				
Options	Tailored services and testing				Quoted

* Service Level Agreement

** Product Security Incident Response Team

What is included?

Relationship management

To ensure that we meet your needs and exceed your expectations, we conduct quarterly check-ins with all Service Agreement customers. This allows us to receive feedback and suggestions, as well as to address any issues or challenges that may arise.

Technical support

A Service Agreement entitles you to prioritised technical support based on a "Service Level Agreement" with our global subject matter experts and development personnel, which are easily reached via phone, email or through the Service Portal. Our team of experts can assist in designing, implementing, and managing end-to-end solutions for any mission-critical network.

Cyber security

Our dedicated Product Security Incident Response Team (PSIRT) offers technical expertise and rapid response. In case of a discovery of a critical or severe vulnerability, we will provide a remediation plan and timeline for you.

Training

The Westermo Academy offers flexible online and face-to-face training and provides certified courses to network engineers, ensuring they have the expertise they need to maximize the performance and reliability of industrial networks.

Warranty

Quality is at the core of Westermo, so we offer a long hardware warranty of typically five years. With a Service Agreement this can be extended by three additional years.

Service portal

The Service Portal provides you with an overview of your support cases, a summary of the products sourced from us and relevant information and notifications. This is also where you receive targeted communication and notifications from us.

Options

To partner with our customers, and jointly create the world's best industrial networks, we are willing to go the extra mile creating a customer-tailored solution. These services are optional, quoted separately and require an Enterprise Service Agreement.

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