

# PROFESSIONAL SERVICES

WEYTEC's value proposition includes a full suite of customer-oriented professional services.



## Content

Project Management & Consulting	4
Product Development	6
Production	10
Maintenance & Support	12
Training	13



# ENTHUSIASM FOR EXCELLENCE .

WEYTEC's long-term interests depend on adherence to the highest standards. We aspire to promote excellence - through the quality of our products and solutions and our portfolio of professional services: Project Management & Consulting, Product Development, Production, Maintenance & Support and Training.

**"EXCELLENCE IS A HABIT,  
NOT AN ACT. IT IS AN ART  
WON BY TRAINING AND  
PERSEVERANCE. WE ARE  
WHAT WE REPEATEDLY DO."**

**Aristotle**

# PROJECT MANAGEMENT AND CONSULTING

WEYTEC customises, plans and deploys fully integrated turnkey solutions for many of the world's leading financial institutions and command and control room operators.

## **Needs Assessment:**

WEYTEC provides client management, IT staff and end users with expert and comprehensive advice. In-depth analysis and feasibility studies reveal potential for improvements and present opportunities to significantly enhance the efficiency of working environments.

## **Project Management:**

Whether for a new build, renovation or expansion, WEYTEC trained and experienced Project Managers master the full complexity of your project. They coordinate in-house Product Development, Production and Field Engineering departments on clients' behalf and maintain an ongoing dialogue with the customer team.

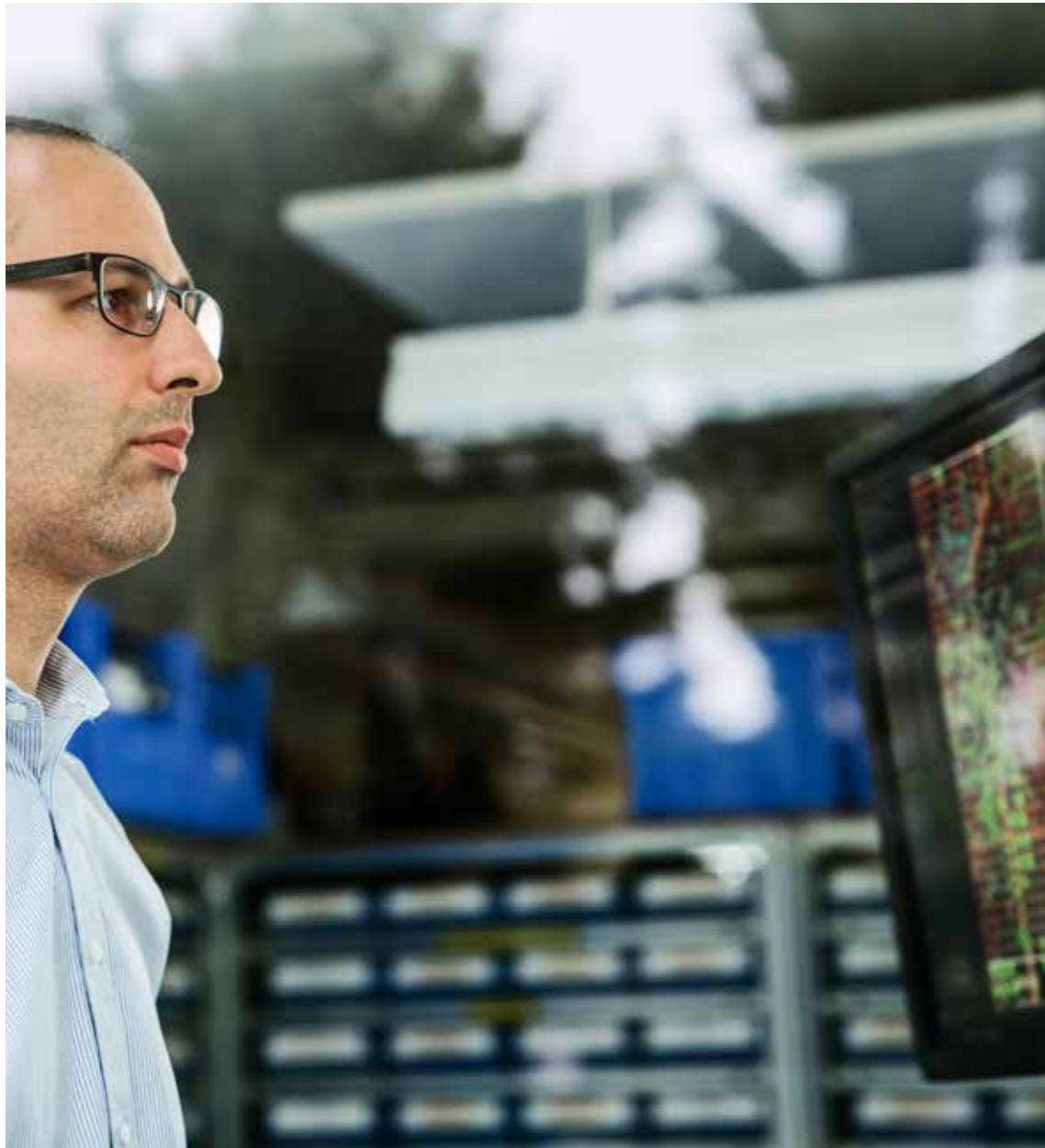
## **Customized Solutions:**

WEYTEC aims to deliver the optimal solution in terms of usability, reliability, data security, speed, infrastructure, environmental and safety requirements. In addition to standard products, WEYTEC has the resources to develop new solutions tailored to specific client needs. Selecting optimal third party office and system room infrastructure (e.g. PCs, monitors, cabling, air conditioners, racks and furniture) has investment and operational cost implications. WEYTEC will share its extensive experience in creating turnkey multi-vendor solutions and provide end-to-end Project Management services.

## **Implementation:**

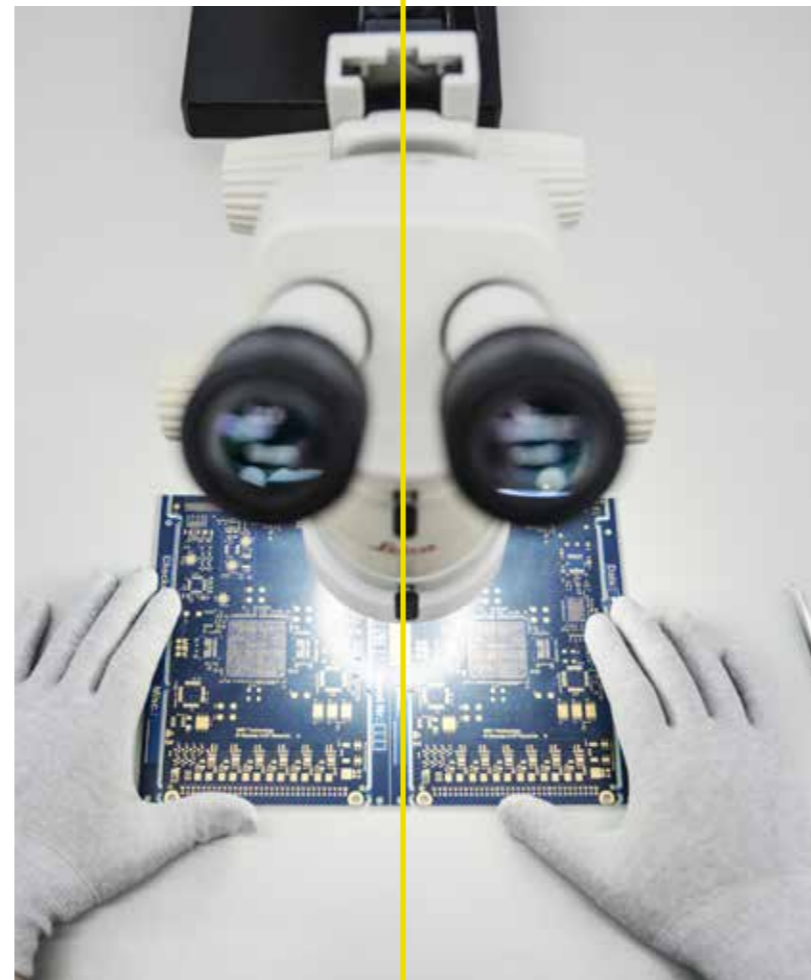
WEYTEC is renowned for detailed planning, smooth logistics and impeccable timing during the installation phase. Project Managers retain full responsibility until all client acceptance criteria are fulfilled.





# PRODUCT DEVELOPMENT

Interdisciplinary teams  
of highly trained and skilled engineers.



## **From Concept to Market all in-house**

WEYTEC spends over 20% of the annual investment budget on new product design and development.

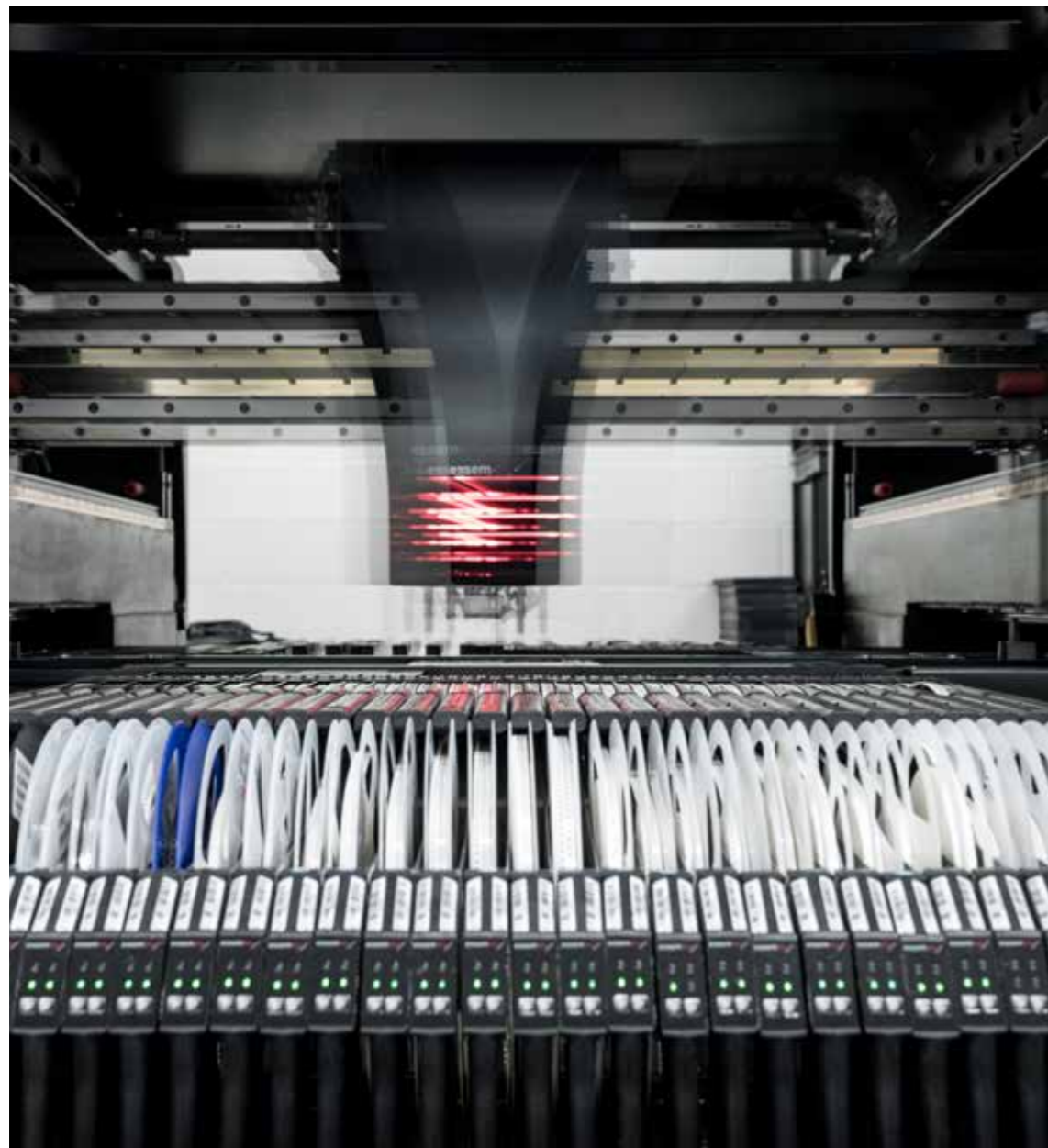
All our solutions are designed, developed and realised in-house at WEYTEC's development center in Switzerland, ensuring short and efficient communication paths between different departments and adherence to the highest standards of quality.

Expert staff members work in laboratory conditions using the most modern analysis, measurement and testing equipment. Interdisciplinary teams are engaged throughout the entire development process, from concept to implementation.

**UNIQUE CUSTOMIZED  
SOLUTIONS  
OUTPERFORM  
STANDARD SOLUTIONS  
FOR UNIQUE SITUATIONS.**

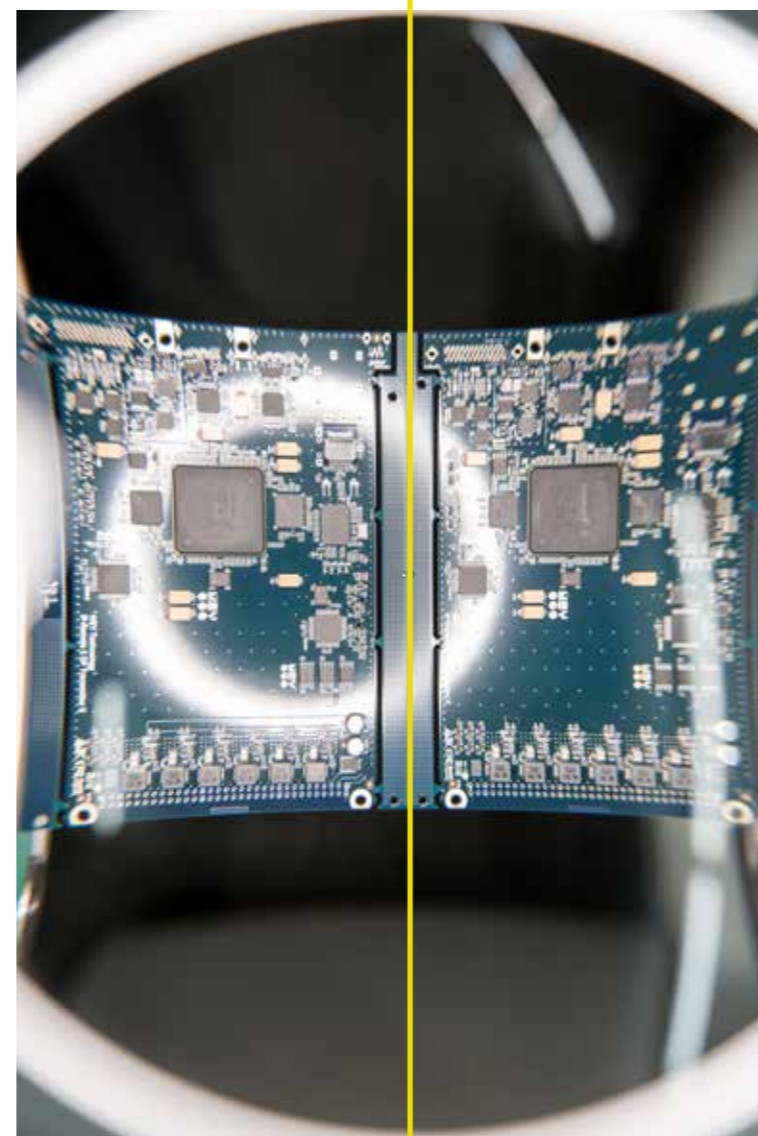
A photograph of two men in a server room. They are standing at computer workstations, looking at monitors. The room is filled with server racks and cables. The lighting is dim, with the primary light source being the monitors and the ambient light from the server racks. The men are wearing dark shirts and trousers. The overall atmosphere is professional and technical.

**WEYTEC STANDS  
FOR SWISS-QUALITY  
WORKMANSHIP  
WORLDWIDE**



# PRODUCTION

WEYTEC assembles over 50,000 PCBs per year.



## From Design to Production

The development and production of multifunctional keyboards, high-tech printed circuit boards (PCBs) and chassis are core competences from WEYTEC.

Thanks to our own state-of-the-art production facilities near Zurich in Switzerland, we are independent, fast and flexible and we have an extremely low fault and failure rate. Intensive testing and quality control is an inherent part of our manufacturing process.

From the design to the manufacturing cycle, we develop and deliver standard products and customized solutions, no matter how complex.

## HIGHLIGHTS

- ISO 9001 CERTIFIED
- ROHS & REACH CONFORM
- RIGID & FLEXIBLE FORMATS
- SINGLE & DOUBLE-SIDED
- MADE IN SWITZERLAND

# MAINTENANCE & SUPPORT & TRAINING



## Installation and beyond.

WEYTEC Field Engineers implement new systems and are also responsible for maintenance and support. This ensures that the Field Engineering department is familiar with each individual installation and fully prepared to provide the defined and guaranteed level of support (SLA) following customer acceptance of the solution.

WEYTEC is also happy to support customers with system upgrades, extensions and relocations.

Local support is provided in 45+ countries.



## Preventative Maintenance.

Systems provided by WEYTEC achieve extremely high levels of availability. This is due to the excellent quality of our products and solution designs as well as the routine performance of preventative maintenance. Systems are regularly checked and maintained; hardware and software are automatically updated. Multifunctional keyboards are professionally cleaned. Critical components are monitored, maintained and, if necessary, replaced before faults occur. This contributes significantly to the identification and elimination of potential problems and the minimization of actual faults.

Preventative maintenance services assure customers that their WEYTEC systems retain their value throughout the life cycle of the solution.



## Fault Management.

WEYTEC's portfolio of support services includes:

- On-site engineering
- 2<sup>nd</sup> and 3<sup>rd</sup> level support
- 24/7 hotline

Faults can be directly reported around the clock via the Field Engineering hotline. Qualified engineers are available to quickly initiate effective problem-solving solutions, either on the telephone or at the customer site.

Reported incidents are recorded and registered in a ticketing tool where they are tracked until successful resolution. Upon request, customers can open, update and track the status of their trouble tickets directly in the on-line tool.



## Training and Competence Center.

WEYTEC solutions include technical training for the customer's own on-site 1<sup>st</sup> level support. This enables them to perform moves, adds and changes (MACs) quickly and efficiently, as well as diagnose and fix certain faults independently or with telephone support.

WEYTEC also provides an extensive testing, workshop and showroom facility. As the complexity of systems and tasks in control rooms and trading floors increases, so do demands on infrastructure and personnel. Individual systems may not meet the overall requirements. Customers are looking for fully integrated solutions which support their end-to-end workflows. WEYTEC recognizes and responds to these requirements. In our Competence Center near Zurich, customers can observe, try and test solutions in a live working environment.

