



SMART,
SAFE AND
SMOOTH
FUTURE

TELESTE CARE FOR RAIL

Professional service concept for the lifetime
support of your Teleste Rail solution

TELESTE

KEY BENEFITS

- Secured availability – solution, information, vehicle, services
- Optimized inventory
- Continuous development of passenger experience
- Smooth daily operations
- Guaranteed response times
- Optimized Net Working Capital
- Skilled maintenance team
- Reliability improvement



Become a Teleste Care partner!

As our Teleste Care partner you can choose from our wide offering the service modules that meet your needs best. The service agreement is flexible and it can be modified and extended easily when your needs change.

// Our passion is to deliver services based on your actual need. With smart services you will achieve peace of mind.



TELESTE CARE FOR RAIL SERVICE CONCEPT

Teleste Care for Rail is our customer-centric service concept for the lifetime support of your Teleste Rail solution. Your solution is designed for long-term use and our industry experts are at your service during its entire life cycle.

Flexible and adjustable service agreement

Teleste Care services are delivered to you based on your current need, or according to a separate agreement. The service agreement is flexible and it can be easily extended to an annual service contract including e.g. wider service offering or guaranteed response times.

You can choose the level of support needed from our wide service offering which includes services for lifecycle management, software and hardware support, system extensions and upgrades, spare parts and repair, as well as many other specialist services and training. Platinum, Gold, Silver or Bronze Service Level Agreements (SLA) are provided based on your need.

Long-term commitment and secured solution availability

Our specialist support is available to you during the entire lifetime of your system. In addition, we are continuously developing our own systems and their performance to guarantee that the best technology is available to you when technologies, standards and requirements evolve.

The pace of change in technology is fast; therefore the availability of technology is secured with obsolescence planning and management. During every step of the way, your infrastructure and fluent service operations are secured by pre-agreed procedures for delivering spare parts and repairs.

Best industry experts at your service

We develop our hardware and software technologies in line with the industry's expectations for high quality and a long lifetime. Our professionals have over 20 years of experience on rail-specific solutions. Our professional engineering, training and support services are at your service should any problems occur, or when you need project-specific support. In addition, our services include remote services and RAMS analysis.

Compliant with rail standards, such as EN50155, our hardware components are ruggedized, vandal proof and engineered for extreme weather conditions. They are especially fit for demanding environments such as public station areas and moving rail cars, and fulfil the requirements for e.g. the detection of fire and smoke, RAMS and obsolescence management. Our high, 'rail-proven' quality is guaranteed by IRIS certification.

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TELESTE CORPORATION
P.O.Box 323
FI-20101 Turku
Finland
www.teleste.com

P2P_Teleste Care for Rail 04 2017

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