



RMS Signature Service Plans

**Technology is great
until it **stops working.****

Let our IT experts handle the headaches
while you run your business.

RMS Signature Service Plans

Support as a Service, at your fingertips.

Technology is intricate. Device maintenance doesn't have to be. Keep your operations running smoothly with an RMS Signature Service Plan and eliminate time-consuming frustration often associated with traditional tech support processes. With RMS service, you can supplement standard warranty coverage to ensure you experience minimal disruptions to your technology and workflows. With an RMS Signature Service Plan, you'll be able to maximize device uptime and eliminate time-consuming frustration often associated with traditional tech support processes.

Safeguard your devices against unexpected disruptions with our technology experts.



Reputable

Our premier status with industry-leading partners and manufacturers allows us to serve you with a competitive portfolio of experience and expertise. RMS Omega is also a Zebra Premier Solutions Partner, Honeywell Platinum Elite Partner, and one of a select few certified to provide advanced locating and intelligence edge solutions in the United States & Canada.



Reliable

At RMS Omega, our customers are not just a case number. Our commitment to your satisfaction and continued support is unparalleled in the industry. You can count on us to be your partner long after your technology solution is in place.



Convenient

RMS Omega is dedicated to providing accessible, easy means of communication. For our customers' convenience, our service team can be contacted via our online portal, e-mail, or over the phone.



“We always get help from RMS if needed. As a customer, we can depend on RMS’s excellent customer service.”

- Har, Shady Grove Adventist Hospital



To learn more about RMS Omega's service plans, [contact us today!](#)

	Service Plan	Description	Coverage	Duration
Set-up & Configuration	<p>Set-up and configuration</p>	<p>RMS will provide device set-up and configuration to include:</p> <ul style="list-style-type: none"> • Receiving, unpacking, and component(s) verification • Basic hardware and functionality testing • Battery charging • Preconfigure network/wireless settings • Updating firmware and security patches • Application installation and configuration • Application licensing registration • Repacking and shipping to final destination <p><i>Note: There could be a brief discovery phase to determine what setup is required for each device configuration</i></p>	<p>LEVEL 1</p> <ul style="list-style-type: none"> • Scanners <p>LEVEL 2</p> <ul style="list-style-type: none"> • Terminals • Label Printers • Mobile Computers <p>LEVEL 3</p> <ul style="list-style-type: none"> • RFID Devices • Access Points • Firewalls • Other devices as requested <p><i>*Cables, keyboards and other miscellaneous non-repairable items are not covered</i></p>	<p>One-Time</p>
Technical Support	<p>Technical Support</p>	<p>Support can be obtained by emailing helpdesk@rmsomega.com or by calling 1-888-857-8402 during our regular business hours of 8:00 AM to 5:00 PM Monday through Friday EST</p> <p>RMS will provide technical support for your device needs:</p> <ul style="list-style-type: none"> • Hardware/OS Troubleshooting/RMS Software Application • Connectivity guidance • RMA processing/management for your devices still under warranty • General Q&A 	<p>LEVEL 1</p> <ul style="list-style-type: none"> • Scanners <p>LEVEL 2</p> <ul style="list-style-type: none"> • Terminals • Label Printers • Mobile Computers <p>LEVEL 3</p> <ul style="list-style-type: none"> • RFID Devices • Access Points • Firewalls • Other devices as requested <p><i>*Cables, keyboards and other miscellaneous non-repairable items are not covered</i></p>	<ul style="list-style-type: none"> • 1 Year • 3 Year
Technical Support	<p>Technical Support (Time & Materials)</p>	<p>Support can be obtained by emailing info@rmsomega.com or by calling 1-888-857-8402 during our regular business hours of 8:00 AM to 5:00 PM Monday through Friday EST</p> <p>Time & Materials (T&M) ad-hoc device support can be obtained by contacting Sales & Services for estimate and scheduling.</p> <p><i>*Note: T&M support is processed in 1 hour increments</i></p>	<p>LEVEL 1</p> <ul style="list-style-type: none"> • Scanners <p>LEVEL 2</p> <ul style="list-style-type: none"> • Terminals • Label Printers • Mobile Computers <p>LEVEL 3</p> <ul style="list-style-type: none"> • RFID Devices • Access Points • Firewalls • Other devices as requested 	<p>Contact for estimate</p>

	Service Plan	Description	Coverage	Duration
Remote Support	Remote Device Support & Management	<p>RMS will use these tools to assist in the overall device experience for the end users as well as technical support issues and updates without need to send in devices or physically go onsite. This would include SotiMobi controls, AP controls, and other remote-enable MDM tools, etc.</p> <p>Customers will be provided access to the device management software upon request.</p> <p><i>Note: There will be a discovery phase to determine what setup is required for device management. Basic setup is included with the support plan. In depth setup of certain device management scenarios may require a separate quote</i></p>	<ul style="list-style-type: none"> • Terminals • Mobile Computers • RFID Devices • Access Points • Firewalls <p><i>*Cables, keyboards and other miscellaneous non-repairable items are not covered</i></p>	Contact for estimate
	Printer Service (Onsite Maintenance)	RMS will provide onsite preventative maintenance 2x visits per year or otherwise purchased by the customer. This will include break fix and parts replacement as necessary	<ul style="list-style-type: none"> • Label Printers <p><i>*Cables, keyboards and other miscellaneous non-repairable items are not covered</i></p>	• 1 Year
Printer Support	Printer Service (Time & Materials)	Ad-hoc request, onsite to be scheduled after call is received Variable parts costs (TBD) if needed to be added to standard cost	<ul style="list-style-type: none"> • Label Printers <p><i>*Cables, keyboards and other miscellaneous non-repairable items are not covered</i></p>	Ad-hoc

Bundle your services & save big.

***3 year discount equivalent to 1-year for free!**

Package	Composition	Duration
✓ RMS Support Services	<ul style="list-style-type: none"> • Technical Support 	<ul style="list-style-type: none"> • 1 Year • 3 Year
+ RMS Pro Support Services	<ul style="list-style-type: none"> • Technical Support • Set-up & Configuration 	<ul style="list-style-type: none"> • 1 Year • 3 Year
🛡️ RMS Total Support Services	<ul style="list-style-type: none"> • Technical Support • Set-up & Configuration • Remote Device Support & Management 	<ul style="list-style-type: none"> • 1 Year • 3 Year