RMS OMEGA
TECHNOLOGIES

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 the time-consuming frustration often associated with traditional tech support processes. With our portfolio of service offerings, you can supplement standard warranty coverage to ensure minimal disruptions to your technology and workflows. With an RMS Signature Service Plan, you can maximize your technology investment and mitigate IT downtime.

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 service offerings backed by our technical and industry expertise. RMS Omega is also a Zebra Premier SolutionsPartner, Honeywell Platinum Elite Partner, and one of a select few certified to provide advanced locating and intelligence-edge solutions in the United States and 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 customer's 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 Omega's excellent customer service."
>
> - Har, Shady Grove Adventist Hospital

Adventist HealthCare

To learn more about RMS Omega's service plans, contact us today!

Service Plan	Description	Coverage	Duration
Set-up & Configuration			
Device Set-up & Configuration	RMS will provide device set-up and configuration to include: • 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 ***Note: There could be a brief discovery phase to determine what setup is required for each device configuration.***	**LEVEL 1** • Scanners **LEVEL 2** • Terminals • Label Printers • Mobile Computers **LEVEL 3** • RFID Devices • Access Points • Firewalls • Other devices as requested ****Cables, keyboards and other miscellaneous non-repairable items are not covered.***	One-Time
Technical Support			
Technical Support	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. RMS will provide technical support for your device needs: • Hardware/OS Troubleshooting/ RMS Software Application • Connectivity guidance • RMA processing/management for your devices still under warranty • General Q&A	**LEVEL 1** • Scanners **LEVEL 2** • Terminals • Label Printers • Mobile Computers **LEVEL 3** • RFID Devices • Access Points • Firewalls • Other devices as requested ****Cables, keyboards and other miscellaneous non-repairable items are not covered.***	• 1 Year • 3 Year • 5 Year
Technical Support (Time & Materials)	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. Time & Materials (T&M) ad-hoc device support can be obtained by contacting Sales & Services for estimate and scheduling. ****Note: T&M support is processed in 1 hour increments.***	**LEVEL 1** • Scanners **LEVEL 2** • Terminals • Label Printers • Mobile Computers **LEVEL 3** • RFID Devices • Access Points • Firewalls • Other devices as requested	Contact for estimate

	Service Plan	Description	Coverage	Duration
Remote Support	**Remote Device Support & Management**	RMS will use Remote Device Management & Support tools to assist in the overall device experience for end users and address technical support issues and updates without the need to send in devices or physically go onsite. This would include SOTI Mobicontrol, 42 Gears, AP controls, and other remote-enabled MDM tools, etc. Hosting provided by RMS Omega's cloud environment or customer's cloud hosted environment. *Note: There will be a discovery phase to determine what setup is required for device management. Basic setup is included. In depth setup of certain device management scenarios may require a separate quote.*	• Terminals • Mobile Computers • RFID Devices • Access Points • Firewalls • Printers *Cables, keyboards and other miscellaneous non-repairable items are not covered.* *Printers must be on WiFi and running on the latest OS, contact your rep for clarification.*	Contact for estimate
Printer Support	**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.	• Label Printers *Cables, keyboards and other miscellaneous non-repairable items are not covered.*	• 1 Year • 3 Year • 5 Year
	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.	• Label Printers *Cables, keyboards and other miscellaneous non-repairable items are not covered.*	Ad-hoc

Inquire about our enterprise support discounts for customers requiring coverage of larger device quantities.

Bundle your services & save big.

*3 year & 5 year discount equivalent to 1-year for free!

Package	Composition	Duration
RMS Pro Support Services	• Technical Support • Set-up & Configuration	• 1 Year • 3 Year • 5 Year
RMS Total Support Services	• Technical Support • Set-up & Configuration • Remote Device Support & Management	• 1 Year • 3 Year • 5 Year

Beyond break/fix, leverage our team!

Get your project up and running, or analyze and optimize processes and workflows.

	Service Plan	Description	Coverage	Duration
Label Pre-Print & Design	**Barcode & RFID Pre-print Consulting & Design**	RMS will review label requirements and use cases, suggest appropriate label media and design specs based on requirements, design layout creation, test print validation and approval.	• Label Design	Contact for estimate
	Barcode Label Pre-print Service	Receiving of labels and ribbon, unpacking, media loading, printing, repacking, and shipping to final destination.	• Labels	Contact for estimate
	Barcode & RFID Label Pre-print Service	Receiving of labels and ribbon, unpacking, media loading, printing, repacking, and shipping to final destination.	• Labels • RFID Tags	Contact for estimate
Wireless Services	**Wireless A&O Consulting (Onsite)**	A wireless site survey, analysis and optimization (A&O) will identify factors in your facility that can affect continuous wireless coverage. An A&O consultation ensures your network is set up and installed properly for optimal coverage.	• Onsite Analysis ****Does not include travel expenses. Travel is billed as actual.**	Contact for estimate
	Wireless A&O Reporting	Reporting and recommendations for Wireless System Analysis & Optimization Consultation	• Consultation Report	Contact for estimate
	Wireless Infrastructure Installation (Onsite)	Onsite infrastrucutre installation and configuration.	• Onsite Installation ****Does not include travel expenses. Travel is billed as actual.**	Contact for estimate
RFID/RTLS Services	**RFID/RTLS Discovery, Analysis & Consulting**	Onsite discovery, analysis and consultation for RFID or RTLS project evaluation.	• Onsite Discovery & Analysis ****Does not include travel expenses. Travel is billed as actual.**	Contact for estimate
	RFID/RTLS Discovery & Analysis Report	Reporting and recomendations following discovery, analysis and consultation services.	• Consultation Report ****Does not include travel expenses. Travel is billed as actual.**	Contact for estimate
	RFID/RTLS Installation (Onsite)	Onsite infrastrucutre installation and configuration.	• Onsite Installation ****Does not include travel expenses. Travel is billed as actual.**	Contact for estimate
	Custom Project Engagement	Contract our team for a custom project or support need.	• Contracted Service ****Does not include travel expenses. Travel is billed as actual.**	Contact for estimate