

# RMS Omega Hourly Support Services

Client Services

## One-Time or Hourly Service Engagements

RMS Omega's Hourly Support option delivers technical assistance on an as-needed basis. To get started, a Statement of Work (SOW) must be signed for each engagement. Support begins with a minimum commitment of four (4) hours. All services are time-tracked and billed against your prepaid hours based on the time required for each task. Prepaid hours are valid for up to one year or until fully used—whichever comes first.

Hourly support services are ideal for technical needs such as troubleshooting, system adjustments, or configuration changes that don't require an ongoing service agreement. It's a great fit for customers with occasional, ad-hoc support requirements rather than recurring per-device service plans.



**Customized Hourly  
Technical Support Blocks**  
Mobile Computers & Terminals  
RFID, RTLS, & Scanners  
Network Infrastructure  
Tag & Label Printers

## Hourly Service Options



- Hardware / OS Troubleshooting
- Device Configuration Consultation
- Network Connectivity Consultation
- General Q & A
- Remote Phone / Email Support

## Learn More About RMS Omega's Total Support Plan *Comprehensive Managed Services*

RMS Omega Total Support Services goes **beyond traditional technical support** by offering end-to-end lifecycle management services, ensuring tech under contract is precisely optimized to meet specific requirements and maintain uptime.

- Hardware & Software Staging, Configuration, & Deployment
- Remote Device Support, Maintenance & Management
- Remote Troubleshooting & Repair Management

