

RMS Omega Technical Support Services

Client Services

Expert Guidance. Reliable Support. Device Coverage You Can Count On.

RMS Omega's Technical Support Service plans provide remote assistance from our experienced team of help desk support technicians and engineers. Utilize our help desk for hardware and operating system troubleshooting, device configuration guidance, and network connectivity consultation. Each contract also includes administrative RMA management for covered devices, simplifying the repair and replacement process and minimizing downtime.

Support is delivered via phone and email, designed to help you resolve technical challenges quickly and efficiently. Technical Support Service plans are offered per device, with single and multi-year terms to meet your needs.

Whether you're looking for quick answers, expert insight, or help working through a complex issue, our support team is here to help!



Tech Support Services

Mobile Devices & Terminals
RFID, RTLS, & Barcode Scanners
Network Infrastructure
Tag & Label Printers

Plan Features



- Hardware/OS Troubleshooting
- Device Configuration Consultation
- Network Connectivity Consultation
- RMA Management for Contracted Devices
- 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

