

RMS Omega Total Support Services

Client Services

Comprehensive Managed Services

RMS Omega's Total Support Service Plan offers a full-service approach to managing, maintaining, and optimizing your technology investments, whether it's your existing infrastructure or new devices sourced through our team of experts.

This end-to-end service combines the strengths of our dedicated engineers, technicians, and support specialists. From initial setup and deployment to remote monitoring and ongoing support, we ensure your devices are always configured, connected, and working as intended. Total Support Services covers a range of technologies, including mobile devices, RFID & RTLS systems, barcode scanners, label printers, and wireless infrastructure.

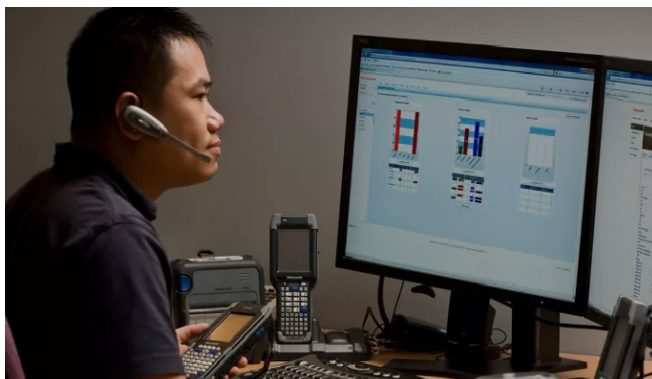
Ideal for organizations seeking a collaborative yet low-maintenance service model, RMS Omega's Total Support helps reduce internal burden while ensuring your devices stay updated, supported, and ready for action.



Total Support Services

Staging & Deployment
Technical Support
Remote Device Management

Plan Features



Device Setup & Configuration

- Receiving, Unpacking, & Components Verification
- Basic Hardware Functionality Testing
- Preconfigured Network/Wireless Settings
- Updating Firmware & Security Patches
- Application Installation/Configuration
- Application Licensing Registration
- Repackaging & Shipping to Final Destination

Technical Support

- Hardware/OS Troubleshooting
- Network Connectivity Guidance
- RMA Management for Devices Under Warranty
- General Q & A

Remote Device Support & Management

- Mobile Computers & Tablets
- RFID, RTLS & IoT Devices
- Network Access Points & Firewalls
- Barcode Scanners & Terminals
- Enterprise Label Printers