



## **RMS Signature Service Plans**

Professional & Managed Services

**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 professional and managed 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 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 provides 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.

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**“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



Learn more about RMS Omega's Service Plans. [Contact us](#) to get started today!

# Managed Service Plans

## Continuous Care & Support to Keep Operations Running Smoothly

Recurring and contract-based, our Managed Services provide peace of mind with ongoing support and maintenance to ensure your operations remain optimized and efficient, day in and day out.

Start with a Technical Support plan to reach our helpdesk team via phone or email. All technical support plans include RMA management for devices under contract. RMS Omega Total Support plans go beyond traditional technical support by offering end-to-end lifecycle management services, including remote device support and management, ensuring tech under contract is precisely optimized to meet specific requirements and maintain uptime.

Support Levels		Coverage Details
LEVEL 1	1	Scanners
LEVEL 2	2	Terminals, Label Printers, Mobile Computers
LEVEL 3	3	RFID Devices, Access Points, Firewalls & Other Devices Per Request

Managed Service Plan		Duration
Technical Support Services +	<b>Technical Support Service Packages include:</b> <ul style="list-style-type: none"> <li>Hardware/OS troubleshooting, network connectivity guidance</li> <li>RMA management for devices under contract</li> <li>General Q&amp;A</li> <li>Best effort consultation and guidance for customer's Mobile Device Management (MDM/EMM) platform</li> </ul> <b>Remote phone/email support only.</b>	<ul style="list-style-type: none"> <li>1 Year</li> <li>2 Years</li> <li>3 Years</li> <li>5 Years</li> </ul>
Total Support Services	<b>Total Support Service Packages include:</b> <ul style="list-style-type: none"> <li><b>Device Set-up &amp; Configuration</b> - Receiving, unpacking, and components verification, basic hardware functionality testing, preconfiguring network/wireless settings, updating firmware and security patches, application installation and configuration, application licensing registration, repacking and shipping to destination.</li> <li><b>RMS Technical Support</b> - Hardware/OS troubleshooting, network connectivity guidance, RMA management for devices under warranty, General Q&amp;A.</li> <li><b>Remote Device Support &amp; Management</b> - Cost subject to change based on support requirements established during Pre-Launch Discovery Meeting.</li> </ul>	<ul style="list-style-type: none"> <li>1 Year</li> <li>2 Years</li> <li>3 Years</li> <li>5 Years</li> </ul>
Printer Service	<b>Printer Service (Onsite Maintenance)</b> <p>RMS will provide onsite preventative maintenance for 2x visits per year or otherwise purchased by the customer. This will include break fix and parts replacement as necessary.</p> <p>Covers label printers under contract. <i>*Cables, keyboards and other miscellaneous non-repairable items are not covered.</i></p> <p><b>Time &amp; Material Hours can be purchased outside of contract if needed. Variable parts costs (TBD) if needed to be added to standard cost.</b></p>	<ul style="list-style-type: none"> <li>1 Year</li> <li>2 Years</li> <li>3 Years</li> <li>5 Years</li> </ul>

# Professional Service Plans

## Project-based & Flexible Hourly Service Engagements

Flexible and project-based, our Professional Services offer expert guidance and execution for specific initiatives. Whether it's a one-time project or a specialized task, we deliver results that align with your goals.

Service Plan		Description
Set-up & Configuration	Device Set-up & Configuration	<p>RMS will provide device set-up and configuration to include:</p> <ul style="list-style-type: none"> <li>• Receiving, unpacking, and component(s) verification</li> <li>• Basic hardware and functionality testing</li> <li>• Battery charging</li> <li>• Preconfigure network/wireless settings</li> <li>• Updating firmware and security patches</li> <li>• Application installation and configuration</li> <li>• Application licensing registration</li> <li>• Repacking and shipping to final destination</li> </ul> <p><b>Note: There could be a brief discovery phase to determine what setup is required for each device configuration.</b></p> <p><i>*Inquire about our enterprise support discounts for customers requiring coverage of larger device quantities.</i></p>
	Hourly Support Blocks	<p>Hourly support services are ideal for basic troubleshooting, minor installation projects, or technical work that does not justify a long-term commitment. Hourly support is sold in four-hour increments and is best suited for ad-hoc needs rather than continuous or recurring support. A project team consultation is recommended, and a new SOW must be signed for each request.</p> <p>Support contracts terminate when purchased hours are exhausted or one year from purchase date.</p>
Label Pre-Print & Design	Label Pre-Print Consulting & Design (Barcode & RFID)	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 Pre-printing Services (Barcode only)	Services include receiving labels and ribbons, unpacking, loading media, printing, repacking, and shipping to the final destination.
	Label Pre-printing Services (Barcode & RFID)	Services include receiving labels and ribbons, unpacking, loading media, printing, repacking, and shipping to the final destination.

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.
	Wireless A&O Reporting	Reporting and recommendations for Wireless System Analysis & Optimization Consultation.
	Wireless Infrastructure Installation (Onsite)	Onsite infrastructure installation and configuration.
RFID/RTLS Services	RFID/RTLS Discovery, Analysis & Consulting	Onsite discovery, analysis and consultation for RFID or RTLS project evaluation.
	RFID/RTLS Discovery & Analysis Report	Reporting and recommendations following discovery, analysis and consultation services.
	RFID/RTLS Installation (Onsite)	Onsite infrastructure installation and configuration.
	Custom Project Engagement	Contract our team for a custom project or support need.

## The One Solution Model - Beyond Total Support

### Custom Hardware, Software, Installation, Maintenance, & Tech Support Plans - As-a-Service

RMS Omega's One Solution is a tailor-made plan that aligns a fixed monthly rate to the products and services that suit each customer's unique business needs, workflows, technology requirements, and budget.

<b>Choose Hardware &amp; Software</b> Select from new or refurbished options to build your perfect bundle, plus flexible leasing and financing plans are available.	<b>Build a Scope of Work &amp; Go Live</b> From consultation to installation and deployment, all professional services are included in your plan. Pick and choose what best suits your needs.	<b>Assign &amp; Implement Remote Support</b> RMS monitors your tech remotely in the background and is prepared with tools and skillsets in incident management, device management, and repair services.
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Learn more about One Solution Plans. [Contact us](#) to get started today!