RMS Omega's
One Solution Service Plans

Customized Hardware, Software, Installation, Maintenance, & Technical Support Plans - As-a-Service.

Warehouses, manufacturing plants, and healthcare facilities all rely on mobile, wireless, and data collection technologies to streamline operations, connect teams, and drive productivity. These tools are essential for optimizing workflows, performance, and outcomes. Yet, despite their importance, ongoing support and system maintenance are often overlooked.

That's where One Solution comes in.

This customizable, as-a-service offering simplifies technology acquisition by bundling the hardware, software, and expert support you need, all under a single, flexible contract. With tailored service plans and predictable pricing, One Solution ensures your technology runs smoothly, so your team can stay focused on what matters most.

All-Inclusive, Flexible Technology Procurement Plans

Hardware & Software
On-Site Professional Services
Mantenance, Troubleshooting & Repairs
Remote Managed Services

Why One Solution?

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

Choose Hardware & Software
Select from new or refurbished options, plus flexible leasing and financing plans are available.

Build a Scope of Work and Go Live
From consultation to installation and deployment, all professional services included.

Assign & Implement Remote Support
Proactive support and troubleshooting is yours, plus repair management when required.
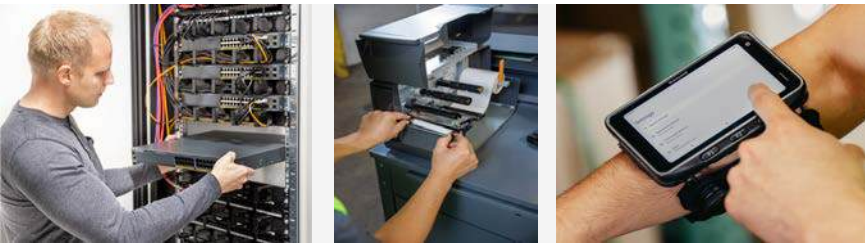
One Plan.   One Goal.   One Solution.

One Solution at-a-Glance

One Solution plans are customer-centric and tailored by need, prioritizing comprehensive support. With flexible, on-demand assistance, each plan ensures all contracted hardware and software stay up and running.

Hardware & Software
- Rugged Mobile Devices
- Network Infrastructure
- Workforce Software
- Label Printers & Supplies
- Barcode, RFID, & RTLS Systems

Maintenance Services
- Remote & On-Site Servicing
- Hardware, Software, & Firmware Configurations
- System Updates
- Security Patches
- Post-Deployment Network Infrastructure Review
- Optimizations, Add-Ons, & More

Installation Services
- General Consultation
- Project Management & Scope of Work
- Product Installation, Staging, & Licensing
- Configuration & Asset Labeling
- Deployment & Integrity Testing

Managed Services
- Help Desk Support & Troubleshooting
- Real-Time Hardware & Software Monitoring
- Real-Time Device Asset Management
- Network & User Performance Reporting
- Device Geofencing & Intrusion Management
- Full-Service Repair & Flat Rate Repair Depot
- Spare Pool Management

As-a-Service Plan Benefits

Universal Support Coverage for Tech Under Contract
Leverage the full expertise of our technical team along with a complete suite of services to design, deploy, configure, maintain, and support the tools your operations depend on.

Flexible Financial Arrangements with No Surprises
One fixed rate, one solution, always - Know your per-unit cost with confidence.

Bridge Gaps in Your Technology Ecosystem
Work with legacy tech while adding new hardware and solutions into the fold, supporting both your current operations and long-term goals.

Enhanced Strategy, Services & Consulting for Process Improvement
Collaborative support helps us better understand your workflows, improve service efficiency, reduce IT burden, and deliver timely recommendations for upgrades and refreshes.

Operational Cost vs Capital Expense
Don't worry about "padding" your technology budget for unforseen expenses or new projects.

Responsive Support for Critical Events
Our team monitors system performance and stands ready to step in when issues arise, equipped with the tools and expertise needed for incident response, device management, and repair services.