

REMOTE CUSTOMER SUPPORT

AFTER SALES | LIFE CYCLE SERVICES

RCS SERVICE LEVELS

V1 | 03.2021

AMACO Remote Customer Support is a real-time, high-quality technical support solution where AMACO experts are instantly available via video using Remote Guidance Software and will support you with technical advice and guidance.

This technology does not require any pre-installation and can be used with any mobile device with a camera or with smart glasses for a hands-free service solution for even faster problem-solving.

AMACO Remote Customer Support is not only support solution in case of errors but also supporting our customers when they are doing inspections on their own or providing user and maintenance trainings for the employees onsite.

REMOTE CUSTOMER SUPPORT PACKAGES			
	BASIC	EXTENDED	PREMIUM
Availability	8-17 CET Workdays	6-22 CET 365 days year	6-22 CET 365 days year
BENEFITS			
1 st 2 nd Level Support	✓	✓	✓
Phone or Email Support	✓	✓	✓
TeamViewer Support	✓	✓	✓
Video Support via Mobile phone	✓	✓	✓
Standard Hotline Availability 8-17 CET	✓	✓	✓
Extended Hotline Availability 6-22 CET	✗	✓	✓
Hotline Flat Rate**	✗	✗	✓
Guaranteed 2-hour response time***	✗	✗	✓
Priority access to rental printers	✗	✗	✓
20 % discount on monthly rent for rental printers	✗	✗	✓

**Up-to 12 remote customer support cases a year, after that hourly rate will be invoiced.

***Guaranteed response time until AMACO support engineer will connect with the customer to work on the problem. Time counts within the availability time.