

DIGITAL SOLUTION SERVICES FACTSHEET

Digital Solution Remote Support

42,200,052 - Hourly rate

Digital Solution Remote Support – what's that?

Digital Solution Remote Support is a service that can be used instead of on-site customer support to find appointments more quickly and save travel time and costs remotely - on a wide range of topics:

- / Installation and commissioning of a software solution
- / Training of customer employees who work with software solutions - Training content and duration are agreed individually depending on the level of knowledge and customer requirements.
- / Configuration & software repair
- / Support in case of problems, questions...
- / ...

The service can only be provided by **qualified WDA experts!**



Benefits

- / Saving travel time and costs
- / Faster help / date determination, since no trip has to be planned

What else needs to be considered with Digital Solution Remote Support?

- / The service is ideally provided by national experts with the appropriate training and experience - this ensures that language and cultural barriers are excluded.
- / The service can take place at any time during or after the purchase process - topics vary accordingly.
- / The service is provided exclusively in the course of a voice and remote connection (e.g. telephone and Teamviewer or comparable tool) - No on-site deployment at the customer's premises.
- / The billing is per hour.
- / Checklists, documents, system requirements, best practice documents, instructions, etc. see SharePoint product pages for Central User Management, WeldCube & WeldConnect.
- / The customer accepts the legal framework for remote support by accepting the terms of use for WeldCube Premium and / or Central User Management.

Typical workflow

