

dhs-Service-Contingent



Our Support team is your key point of contact for all technical issues and to provide assistance.

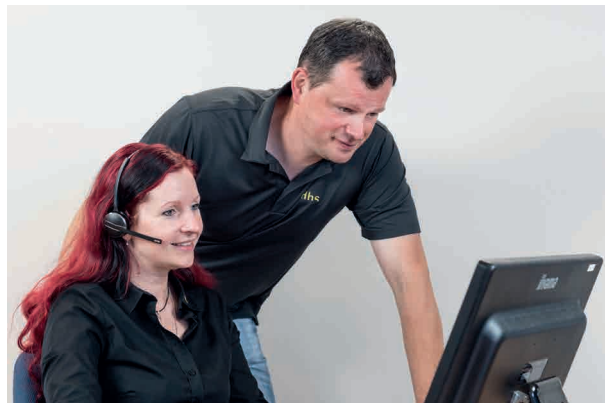
For this service, we offer – as an alternative to our service-contract „dhs-Care“ – a time limit for the purchase, which you can use for all services.

The full and standardised documentation of all the technical data of the customer systems enables our Support staff to deal with your individual issues in a competent and targeted manner.

Using Internet-based remote maintenance software, our colleagues can join you „live“ at your workplace. For example, the following tasks can be dealt with in a cost-effective and time-saving manner:

- Re-installation of the software on a new PC
- Update installations
- New configurations
- Data base modifications and conversions
- Operating system migrations
- Extensions with add-on modules of the dhs Image Data Base

For this, you can book our corresponding support quotas of 2, 5 or 10 hours.



Part no.	Time quota
930DHS-00018	2 hours
930DHS-00005	5 hours
930DHS-00006	10 hours

All the time spent is documented in full, the remaining balance does not expire - the invoice is carried out after the order.

Information in the overview

- Competent „live“ assistance from our software specialists
- Secure remote maintenance system with Internet-based remote software
- Full information on the remaining number of hours in your quota
- **2 hours free** upon conclusion the service contract dhs Care and, in addition, **5% of discount** on all dhs products with every order

Make an appointment with us!

Why not arrange an appointment with us for an „Support-Session“. Our Support team is available during normal office hours.

Our dhs specialists are there to help you quickly, competently and in an uncomplicated manner.

We shall be glad to make you an Online-Support offer!

Further assistance as well as

- technical leaflets
- download options
- FAQ's

you can find round the clock in our customer-service at www.dhssolution.com.

Requests for support will be adjusted online and directly handed from our software-experts.

Register you!



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Image Data Base

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MicroCam

dhs
Cleanalyzer

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