

dhs-Care



The dhs-Care service package means real added value and security for your dhs software.

- Permanent updates
- Advantage through new developments
- Maintaining operational readiness

Choose between the two dhs-Care packages and enjoy the benefits of the care contract!

Scope of services	Basis	Standard
Software updates	•	•
Correction of malfunctions	•	•
User support	•	•
Training videos	•	•
Webinars	x	•
Service contingent	x	5h p.a.

Updates

Benefit from the permanent function enhancements and program optimizations!
All version updates are sent free of charge or are available for download. Masterstand updates are provided online.

dhs support hotline

Via an internet-based remote maintenance software, our supporters connect „live“ to your workstation, provide assistance by phone or by e-mail:

- Maintenance works
- Troubleshooting
- Questions about program functions

Extended services

- Personalized access to our dhs customer center. Use training and support videos as well as FAQs to help you whenever you need it.

Hardware and software maintenance in combination

With the option of combining the care and maintenance contract, we also offer maintenance of your existing microscopes in addition to the care of the software.

For this purpose, our application engineer comes on site, checks and cleans the optics, installs the software update, calibrates the system and instructs the users in the new software functions.

Service contingent

Use your service contingent for the following services:

- Installations
- Report template creation
- System calibration
- Connection of cameras and other hardware
- Server relocation incl. consulting for e.g. data backup
- Online training
- Instruction in new functions
- ...

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