

Dematic Wireless Network (WLAN) Support

WLAN SUPPORT SERVICES	TIER 1	TIER 2	TIER 3
3-YEAR TERM	✓	✓	✓
HARDWARE SUPPORT <ul style="list-style-type: none"> PHONE SUPPORT INCIDENT MANAGEMENT ARRANGE SHIPMENT FOR REPLACEMENT EQUIPMENT 	✓	✓	✓
WLAN MONITORING & SUPPORT <ul style="list-style-type: none"> SOFTWARE MONITORING OF WLAN EQUIPMENT SMTP ALERTS CORRECTIVE ACTION REMOTE CONNECT SUPPORT ON-SITE SUPPORT ON-SITE REPLACEMENT OF FAILED EQUIPMENT ON-SITE CONFIGURATION OF REPLACEMENT EQUIPMENT 		✓	✓
MANAGED WLAN <ul style="list-style-type: none"> ANNUAL WLAN COVERAGE CHECK REPORTING KPIs 			✓

Dematic Wireless Network (WLAN) Support

We will help keep your wireless information flowing

Your wireless network is crucial to the function of your business. Uptime is essential to avoid problems that cost you time and money. Dematic's WLAN Support Services can provide the backup you need to avoid issues occurring, and deliver support in the event of a problem.



24/7 HOTLINE SUPPORT - 365 DAYS A YEAR

- AUSTRALIA: 1800 026 529
- NEW ZEALAND: 0800 226 529

Service Description

Shift after shift mobile devices and printers rely on the wireless network to keep your business running. Changes to site layout, product type, number of devices, temperature, software, radio device profile, hardware faults and many other things can affect the performance and stability of your wireless network.

Dematic field service engineers attend the necessary training and acquire the certification needed to support your wireless network. In addition to technical training, Dematic field service engineers attend OH&S training, risk assessment, first aid, and elevated platform or working at heights up to 15 metres.

Dematic service operates 24 hours a day, 7 days a week, 365 days a year, and can support your wireless network via phone, remote connection, or can attend your site to troubleshoot and resolve reported issues.

Dematic's three-tiered service options range from basic support through to a comprehensive, proactive services, allowing you to select the service contract that is right for your business.



Tier 1 - Hardware support

Dematic's tier 1 WLAN support includes 24/7 hotline support and advance replacement for any faulty WLAN hardware. On-site replacement and configuration is the end customer's responsibility or Dematic can be engaged at time and material rates on an as-needed basis.

Tier 2 - Monitored support

Tier 2 WLAN support from Dematic can be applied for small or large sites. Dematic's WLAN monitoring software provides immediate SMTP email notifications for failures or intermittent hardware faults, giving you the fastest possible response to any problems. Tier 2 support also includes the standard hotline services of tier 1, with the addition of corrective action via remote connection, on-site support with on-site replacement and Dematic's configuration service for failed hardware.

Tier 3 - Managed WLAN

Dematic's most comprehensive WLAN support package offers all the benefits of tiers 1 and 2, including software monitoring of the WLAN, 24/7 hotline support, corrective action, on-site support, remote support, and the addition of an annual WLAN coverage health check, which gives you the power to be proactive in making changes and upgrades to avoid problems such as black spots and device conflicts.