



AVAILABILITY AROUND-THE-CLOCK

Our reactive Support Services support NTS customers in the case of a fault during the exchange of hardware or during troubleshooting. For this purpose, experts from the Operations Center are available around-the-clock.

VERSATILE SOLUTIONS

NTS Support Services offer a solution that is independent of hard- and software. With the NTS Basic and Standard Support, services that are required by the manufacturing partner are already included. Furthermore, On Top Services offer the possibility to extend already existing manufacturer services by NTS services. In both cases, NTS is the Single Point of Contact and takes care of all matters.

INVENTORY4ALL

With immediate effect, NTS Basic and Standard customers will have use of NTS INVENTORY4ALL free of charge. This software solution scans the network, enhances data, and creates transparency with regard to the network inventory. More details on www.nts.eu/I4ALL

INCLUDED MANUFACTURER MAINTENANCE	
HARDWARE/SOFTWARE	
BASIC	STANDARD Extended services to NTS BASIC
Service time as needed (8x5 or 24x7)	Fault analysis and troubleshooting included
Organisation of the hardware exchange	On-premises services possible
Provision of the latest software versions	Installation of software releases in case of breakdown
SUBSCRIPTION	
BASIC	STANDARD Extended services to NTS BASIC
Service time as needed (8x5 or 24x7)	Fault analysis and troubleshooting included
One-time subscription review workshop in the first year	
Fault analysis and troubleshooting at cost	
BUILDING ON MANUFACTURER MAINTENANCE	
ON TOP SERVICE	
Single Point of Contact	
Fault analysis and troubleshooting included	
Taking over of the communication with the manufacturer	

Guaranteed response times

ISO-27001 & ISAE 3402 certification

Established ITIL service processes

100% certified employees

Support hotline – direct access to certified top engineers



Exact scope and offer differ depending on the manufacturer

Please gather useful information about the processing of personalized data within the framework of this product from the privacy data sheet. This will be gladly provided by your account manager upon request.