

HEKUMA Service Technical Support Packages



perfecting your performance



HEKUMA | Technical Support

Competence center for all your concerns

In the event of a malfunction, the top priority for you and therefore also for our service team is to keep it as short as possible. That's why our software specialists are immediately on hand to provide you with professional advice and support if necessary.

We offer our customers various remote maintenance services: from the service hotline to a remote service to visual AR support - with availability during our business hours to 24/7 support.

These services are mapped in our technical support packages **HEKU***hotline*, **HEKU***connect* & **HEKU***view*. Choose the package that suits your needs to get exactly the remote maintenance support you expect and require.



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HEKU*hotline*



- Free hotline support in case of malfunction by our software specialists
- Response time within 240 minutes
- Availability from Monday - Friday*¹

HEKU*connect*



- Hotline & remote support in case of malfunction by our software specialists
- Response time within 240 minutes
- Extended availability from Monday - Sunday*²
- Optional 24/7 feature with personal receipt of your request & prioritization by our 1st level support

*¹Mon - Fri: 8 am - 4 pm (CET)

*²Mon - Fri: 7 am - 6 pm (CET), Sat/Sun & holidays: 8 am - 5 pm (CET), opt. 24/7

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HEKUview



- Hotline support in case of malfunction by our software specialists
- Advanced remote support using AR software with:
 - FullHD video and augmented reality (AR) notes for visual interactions
 - Optimized step-by-step guidance with text, image, and video content
 - Case documentation with reports, image and video recordings
 - Optional supply of AR glasses
- Prioritized response time within 120 minutes
- Extended availability from Monday - Sunday*³
- Optional 24/7 feature with personal receipt of your request & prioritization by our 1st level support



*³Mon - Fri: 7 am - 6 pm (CET), Sat/Sun & holidays: 8 am - 5 pm (CET), opt. 24/7



At a glance

- Remote maintenance packages tailored to your needs
- Extensive expert assistance for complex support topics
- Highest possible flexibility
- Short response times
- Optional 24/7 feature
- Immediate and intuitive use of AR software on all devices with minimal installation effort
- Optional supply of AR glasses for optimized work
- Increase in system availability through rapid solution finding
- Savings in travel costs for service technicians
- Attractive prices per location
- Uncomplicated billing



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