

# DIGITAL SOLUTION SERVICES FACTSHEET

## Digital Solution Support

42,200,051 – Hourly rate, travelling expenses excluded

### Digital Solution Support – what's that?

Digital Solution Support is a service that can be provided on site at the customer's premises on a wide range of topics:

- / Installation and commissioning of a software solution
- / Training of customer employees who work with software solutions - Training content and duration are agreed individually depending on the level of knowledge and customer requirements.
- / Traceability help (e.g. setting up components in WeldCube Premium, setting up welding equipment...)
- / Support with network topics.
- / On-site support in case of problems, questions...
- / ...

The service can only be provided by **qualified WDA experts!**



### Benefits

- / Support / assistance in case of need by our experts.
- / Commissioning:
  - / The WeldCube solution is installed and configured ready for use.
  - / Relaxation during ramp-up phases - Fronius' knowledge, expertise and know-how is available on site.
- / Training: A quick introduction to new products and productive handling is made possible by professionally trained personnel.

### What else needs to be considered with Digital Solution Support?

- / Ideally, the service is provided by national experts with the appropriate training and experience - this ensures geographical proximity and the avoidance of language barriers.
- / The service can take place at any time during or after the purchase process - the topics vary accordingly.
- / The service is provided in the course of **on-site appointments**.
- / The billing is per hour - travel expenses are charged separately.
- / Checklists, documents, system requirements, best practice documents, instructions, etc. see SharePoint product pages for Central User Management, WeldCube & WeldConnect

/ Perfect Welding / Solar Energy / Perfect Charging



SHIFTING THE LIMITS

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