



Network Experts
Keep IT simple and smart.

CALL FLOW INTER DATA SYSTEMS GMBH

1. Notification of the service case

1.1. During business hours (08:00 - 18:00)

Register/open your service case at

service@idsgmbh.com

or

https://rma.idsgmbh.com/rma_createticket_en.html

Necessary information for processing the fault:

- Contract number (agreement number)
- Hardware (article name of the manufacturer)
- Serial number
- Location of the hardware
- Contact details of the contact person at the location

1.2 Outside business hours (18:00 - 08:00)

Outside business hours, in addition to the e-mail (see point 1.1.), a call must be made to the following telephone number: **IDS telephone: +49 (0) 6109-7668-315**

Attention: The call is important, because an e-mail processing between 18:00 and 08:00 clock does not take place.

2. Service ticket

The service team creates a service ticket based on the maintenance case and informs the customer of the ticket number immediately.



Network Experts
Keep IT simple and smart.

3. Operational coordination

Our service employee will ask for some points in advance and coordinate the next steps.

Necessary information for the resource planning:

- Hardware replacement only
- Exchange with technicians on site
- Call back of an IDS technician, remote support, if error is not yet 100% confirmed

4. Hardware exchange

If the customer requires a hardware replacement, the IDS back office coordinates how quickly this is to be carried out on the basis of the contractually agreed Service Level Agreement (SLA).

- SLA 24x7x4 hardware replacement by technician/courier on the same day
- SLA 10x5xNBD Hardware replacement by technician/courier the next day

5. Return procedure

After receiving the new hardware the customer has the obligation to ship the defective hardware back to IDS within 5 business days. If the goods are not returned within this period, we will have to charge you for them.

Return defective hardware to the IDS warehouse with indication of the ticket number (RMA #):

Inter Data Systems GmbH

Wilhelm-Röntgen-Str. 11

63477 Maintal

RMA # ...

6. Conclusion

The ticket will be closed as soon as the defective hardware has arrived at the IDS warehouse. The customer will receive an e-mail about the completion of the service case.