



KRENKO Remote Support

Fast support for daily work



SUPPORT WHEN HELP IS NEEDED!

Do you know and appreciate KRENKO's knowledge of Composer? In addition to training and quick support for minor problems, the team is also available for more complex support. This is done completely unproblematically via remote access. Your questions can be answered directly and competently.

Access to computers

With the help of Teamviewer software, we have the opportunity to see your viewport and get an overview of the situation. At the same time, we can also intervene and control your mouse if required, so that the desired result can be achieved in the shortest possible time.

Explanation online

Some solutions are best explained by demonstration. To do this, we simply switch the screen and you can look at our viewport

This allows small learning units to be taught so that you can master the use of Composer even more quickly and professionally.





Your benefit

- Fast, uncomplicated help
- Short-term solutions to problems in the project
- Training content in small portions, whenever you need knowledge
- No poking around in the dark, but immediate assistance
- Your projects run smoothly and do not stall due to troubleshooting

What is included in the remote service?

The daily use and work with Composer is important to us. Since KRENKO itself works with Composer on a daily basis, we understand its processes and functions and are familiar with the small and large shortcomings ourselves. We make this knowledge available to you in order to make your daily work faster and more successful. The most common use cases are:

- How does the command ... work?
- In my view, I would like to ... in my view. What is the best way to do this?
- My animation is not working, what is the problem?
- What do I have to do to ...?
- How can I display ... in the Composer?
- How did that work? For occasional users who want to use Composer again after several weeks and have forgotten something.

What does remote support not include?

Support for Composer is not the same as a maintenance contract. This service is reserved for your software supplier and includes the delivery of new versions and telephone support in the event of software problems. All bugs and enhancement requests are also reported to the manufacturer in this way.

Remote support cannot replace good individual training. It has a complementary, often refreshing effect.

KRENKO is your contact and service provider when it comes to Composer.

With experience from a wide range of industries, technical background knowledge and application know-how in Composer, we support numerous customers in Germany, Austria and Switzerland. Let our team create illustrations or animations for you, bring our knowledge into your company as a project workshop, hire us to advise you on the introduction of Composer or contact us if special solutions need to be implemented with Composer.

How are training sessions calculated?

In most cases, these can be carried out directly, just like normal support. In some cases, preparations are necessary to explain the options to you in the best possible way. In this case, we will inform you about the extent of the preparation and charge you for it.

Billing

We offer you a total of 2 billing options. This allows you to tailor the support to your needs.

On-Demand

We charge on a time and material basis. Every half hour or part thereof is documented in a report and invoiced. To do this, please send us a short form to confirm that you will cover the costs.

Contingent

You order a quota of this service (e.g. 8 hours) and all remote sessions and remote services are billed monthly. Until the quota is used up. Here too, every half hour or part thereof is documented in the log and billed.

A quota is always concluded for 1 year. Unused quotas expire at the end of the agreed year.

