



myRTLS Care

Proactive all-in-one customer care package

Future-proof your indoor location system with myRTLS! Get the latest RTLS Studio, in-house support, system reviews, and more. As factories evolve—machines move, layouts shift, and equipment wears out—myRTLS Care keeps your positioning system reliable. Our experts are ready to optimize and support your system, keeping your operations smooth and your business ahead!

myRTLS Care Features

Upgrades	
RTLS Studio	✓
Support Services	
Access to Service Desk	✓
Remote Support	✓
Business Hours (BH)	8:30 – 16:30 CET
Guaranteed Incident Response Time (SLA)	Critical: 4 BH; Major: 2 BD; Minor: 5 BD
Response Time (business day)	1 BD
Device Care	
Dashboards	customizable
Alerts	email, webhook
Reports	✓
System Reviews	
After-Installation Review	✓
Regular Review	6 months
Assisted System Maintenance	✓
System Optimization	
RTLS Player	100 hours
Sewio Expert Assessment	✓
Hardware Warranty	
Hardware Warranty	✓
Instant Hardware Replacement	For anchors and infrastructure
Deployment	
Device Care	Cloud / On-premises
RTLS Studio	On-premises
RTLS Player	Cloud