



Discover **DTEN Orbit**

For new and existing
DTEN customers

What is **DTEN Orbit**?

The Ultimate User Experience Platform

- + Advanced Replacement Warranty
- + Worry-free Support
- + Remote Device & User Management
- + Device Monitoring

DTEN Orbit

Central User Dashboard

- Remote device & user management
- Remote diagnosis & repair
- Daily device health check

Enhanced Customer Support

- Access to live customer support
- Dedicated CSM support options

Advanced Replacement Warranty

- Extended warranty for the term of the subscription
- Advanced parts/product replacement

Worry-free IT Support & Services

Take command of your DTEN devices with powerful device monitoring and remote management tools

- Remote Device & User Management
- Remote Diagnosis & Repair
- Device Status & Health Monitoring
- Remote Firmware Updates

Advanced Replacement Warranty

Minimize equipment downtime with advance parts replacement and comprehensive device coverage

- Extended Manufacturer's Warranty for Length of Service Plan
- Advance Parts & Product Replacement

Plan Levels Available EMEA

	Basic <i>Included FREE with ALL DTEN devices*</i>	Plus	Pro ¹
Device manufacturer warranty	✓	✓	✓
Remote device update and system status monitoring	✓	✓	✓
Extended warranty for the term of the subscription	-	✓	✓
Remote device repair and management	-	✓	✓
Advanced Parts Replacement ¹	-	✓	✓
Product Trainings	Recorded	Recorded	Instructor-led
Support Hours (Excluding Major Holidays)	During Business Hours (US Pacific Standard Time)	During Business Hours (US Pacific Standard Time)	Weekdays
Service Level Objectives	24 hours	24 hours	6 hours
Support Channel	Email	Email	Email, Chat
Customer Success Manager	-	-	Pool
Service Check-in	-	-	Monthly
Executive Business Reviews	-	-	Remote
Pricing	FREE	Contact Sales	Contact Sales

Personalized service plans available

¹ Currently available only to US customers and in beta for European Union customers

* Eligibility requires enrollment in DTEN Orbit



^{**1} Obit PPlus currently available in all EU Member countries, United Kingdom & Norway)

Orbit for Existing Devices



Enrolling in Orbit is **EASY**

- Purchase a service plan level for your existing device
- Enroll the device in DTEN Orbit dashboard, no matter where it is
- Utilize the enhanced benefits of DTEN Orbit service within minutes of enrollment*

*For Plus level. Eligibility rules may apply.

Device manufacturer warranty	✓
Remote device update and system status monitoring	✓
Extended warranty for the term of the subscription	✓
Remote device repair and management	✓
Advanced Parts Replacement	✓
Product Trainings	Recorded
Support Hours	During Business Hours
Service Level Objectives	Within 24 hours
Support Channel	Email

Unlock the Power of DTEN Orbit Service Today

sales.emea@dten.com

+44 20 3744 3420 - UK & Rest of EMEA
+49 6435 3053998 - Germany, Switzerland, Austria
+33 17037 0114 - France