

Support Services



The right key for your success

DBtron/L has been one of the most reliable IT systems for warehouse management and material flow control for over 20 years. However, problems and malfunctioning are part of real life in the usage of such systems. These can lead to costly standstills in production. Qualified support by us as manufacturer of DBtron/L can help you minimize and even avoid such standstills.



Modern computer technology is affected by permanent changes, improvements and consequently by new generations of computer hardware.

In order to make economic use you need the current versions of DBtron/L for your safety. Moreover, you will be provided with functional extensions in updates.

For your individual needs we have 3 levels of support on offer.

Software 24x7 Support:

Support by phone during extended service hours (Monday - Saturday, Sunday and Bank Holidays, 0.00 am - 24.00 pm)

Updates:

Updating and improvements (e.g. flexibility, reporting system, usability) of the software

8x5 Support:

Support by phone during office hours of XR Systems (Monday - Friday, 9.00 am until 17.00 pm MET)

Basic

Advanced

Premium