

Service and Support Offerings for the myLinde-platform

We or our network partners/authorized partners and dealers offer the following services separately from the myLinde-platform:

Setup and Initial Support

- Initial Setup of the myLinde-platform:
 - Provisioning and configuration of necessary accesses and user rights.
 - Basic configuration of your specific fleet and business scenario.
 - Introductory training for fleet administrators and users.
- Provisioning and "Go-Live" of Telemetry Data:
 - Activation of telemetry hardware and data transmission functionalities on your vehicles.
 - Setup of data processing systems to connect vehicles to the cloud and provide vehicle data.
- Troubleshooting Support:
 - 1st Level Support: Troubleshooting general user issues, telephone or written support.
 - Forwarding to Linde Material Handling GmbH (2nd & 3rd Level Support): Technical investigation and resolution of complex platform issues by specialized departments.