



intelligent boxes









Software management
and maintenance
myRENTZbox



Guaranteeing operation, ensuring durability – Renz software management

We are now adding software management to our extensive range of services to ensure that you can enjoy your **myRENZbox** for many years to come. Our team of developers is constantly coming up with innovative features and delivering new functions, often to meet new customer requirements. You will always benefit from these new features and functions by concluding a software management contract with Renz.

The benefits at a glance

-  Simple management of the unit for administrators, operators, residents, employees or users via myrenz.com
-  Notification function by e-mail, push or SMS text (optional)
-  Continuous improvements relating to performance, ergonomics and ease of use
-  All updates and developments to the standard software, app and portal are included
-  The latest patches for enhanced security and stability
-  Parcels directly insured for up to €1,000 per claim
-  Software adapted to technical and functional requirements and statutory regulations (e.g. GDPR)
-  Connectivity between the unit, the myrenz portal and the app for a secure data exchange



Hotline and remote service for questions and faults,
Mon. – Fri. 07.00 – 17.00
E-mail: service@renzgroup.de
Tel: +49 7144 88 675 50



Fast solutions directly – Renz maintenance contracts

The hardware of the **myRENZbox** will be maintained for many years to come, thanks to its top-quality workmanship and by concluding a maintenance contract. This will ensure the durability of your **myRENZbox** and the conscious use of resources. Select from a Standard or Premium maintenance contract.

| STANDARD | PREMIUM |
|---|---|
| <ul style="list-style-type: none"> • Annual functional inspection of the mechanical wear parts and electronics of the myRENZbox in line with the service plan • Labour and travel costs included • Documentation of service work performed • Discount on the replacement of mechanical wear parts and electronics based on a cost estimate, plus 15% discount on hardware and 10% discount on services | <p>all as per the Standard maintenance contract</p> <ul style="list-style-type: none"> + Replacement of faulty mechanical wear parts and electronics (not in the event of damage caused by the elements or vandalism) + Quotation provided for other repairs (e.g. caused by vandalism or damage caused by the elements) + Cost control, thanks to a fixed annual payment |



Make the most of our extensive services and conclude the right package to meet your needs now! Contact us at service@renzgroup.de to do so

Further options

Apart from software maintenance and service, there are additional options to assist you with the operation and administration of your **myRENZbox**:



User data management

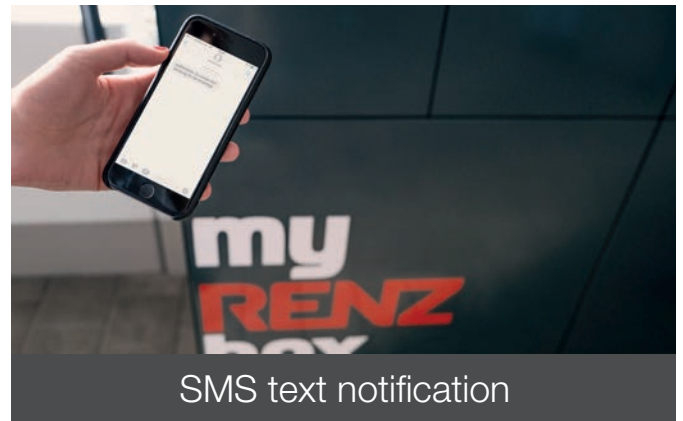
We are happy to take over user management for your system:

- Onboarding of all users
- CSV import
- Registration and deregistration of new and existing users



API licence

Our API (interface) allows you to connect simply and easily to existing local apps, ERP systems and more.



SMS text notification

Do you want more than e-mail and push notification? Then extend your service with SMS text notification.



SIM card (with the LTE)

We provide you with a special SIM card for the LTE module, which dials directly into the network should your connection fail.

Refer to your personalised contract documents for the exact services and conditions