



Service and support for the STILL Smart Portal

We offer the following services separately from the STILL Smart Portal:

Setup and initial support

- **Initial setup of the STILL Smart Portal :**
 - Provision and configuration of the required access and user rights.
 - Basic configuration of your specific fleet and business scenario.
 - Introductory training for fleet administrators and users.
 - **Provision and “live” of telemetry data :**
 - Activation of the telemetry hardware and data transmission functionalities on your vehicles.
 - Setting up data processing systems to connect vehicles to the cloud and provide real-time data.
 - **Support in case of problems :**
 - **1st Level Support** : Troubleshooting general user problems, telephone or written support.
 - **Forwarding to STILL GmbH (2nd & 3rd Level Support)** : Technical investigation and solution of complex platform problems by specialist departments.
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