

Support Services

vingcard
ASSA ABLOY

Experience a safer
and more open world



Service Support Agreements

Resources of a Global Provider with Localized Support

At Vingcard, we're committed to providing exceptional service and support, ensuring our systems operate seamlessly and securely long after their initial installation.

Our global network covers over 160 countries, enabling our valued customers to leverage extensive resources and obtain localized support no matter where they are based.

Whether dealing with a locked-out guest or a system crash, a **Vingcard Support Agreement** is your key to ensure that any issue is resolved swiftly effectively and without consuming the valuable time of your employee teams.

Get access to our experts and knowledgebase, with priority attention and predictable costs.

Key Benefits of Vingcard Support Agreements:

- Peace of mind knowing your staff can get expert help whenever they need it
- Planned spend and reduced unpredictable costs making budgeting easier
- Priority Telephone Support to Customer Support Desk
- Remote diagnostics rapid issue resolution
- Options to suit your needs and budget



Core Support Services

Included as part of all support agreements to provide you with priority remote support to resolve issues quickly, keeping your staff productive and your guests happy. These cover:

24/7 Digital Support*

Raise tickets, chat with experts and get help anytime via ServiceNow online portal*

Remote Troubleshooting

Our experts will interrogate your system remotely to quickly solve any issues

Priority Phone Support

Talk to our experts to solve technical issues over the phone

Remote Adjustments

Keep your equipment operating at peak performance

Technical Support and Diagnostics are at the core to keep your hotel running smoothly

Core Support Services*



24/7 Digital
Support



Remote
Troubleshooting



Priority
Phone Support



Remote
Adjustments



* ServiceNow digital portal available for Vingcard covered geographies. Business Partners offer telephone support. Services may vary in different geographies.

Optional Services

In addition to the Core Support Agreement, you can select optional services for more secure, efficient and cost-effective hotel operations. These may include:

Preventive Maintenance

Periodical equipment checks to ensure optimal operation

Software Assurance

Regular software updates to ensure the highest level of security

Extended Warranties

Protect your investment and avoid unexpected costs with an extended warranty for repairs and replacements

Professional Services

Ad-hoc professional services (onsite support, training, database rebuild and migration, PMS integration, etc.)

Optional services allow you to tailor Services to meet your budget and needs

Optional Support Services*



Preventive Maintenance



Software Assurance



Extended Warranties



Professional Services



* Available services may vary in local markets and with Business Partners

Professional Services

Additional Professional Services can be called upon as needed or be part of an ongoing agreement. These include:

- Server migrations
- On-Site or Remote Staff Training
- Mobile Key Setup/Go Live
- Service PMS Implementations
- Database Repair Service
- Database Clean Store & Recover Service



For more information on our Support Services and local contacts, please visit vingcard.com/service-and-support

The ASSA ABLOY Group is the global leader in access solutions. Every day we help people feel safe, secure and experience a more open world.

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