

FEATURE	GOLD SUPPORT Software and Hardware Support	SILVER SUPPORT Software Support	**BRONZE SUPPORT Software Support with Customer Screening	T & M No Agreement - Time and Materials Only
<b>TELEPHONE/REMOTE ACCESS SUPPORT</b>				
Telephone Support including system remote access capabilities for system diagnostics and operational troubleshooting	Included 24/7 - unlimited number of calls	Included 24/7 - unlimited number of calls	24/7 Included after Hospital technical staff screens the calls	Telephone Support is free of charge. Remote Access Support available with authorization of a purchase order. Standard rates apply M - F normal business hours (8 AM - 5 PM) and Overtime rates outside normal business hours, weekends, and holidays.
<b>MONTHLY DATABASE MAINTENANCE</b>				
Where applicable monthly system database maintenance.	Included	Included	Included	Standard hourly rates apply.
<b>SOFTWARE MAINTENANCE AGREEMENT</b>				
Where applicable includes renewal of annual Software Maintenance Agreement (SMA) fees for your system.	Included	Included	Included	Standard SMA rates apply plus any required technical support and travel time to install.
<b>SOFTWARE UPGRADES</b>				
Labor and when applicable travel to install software upgrades that are made available by the manufacturer. System enhancements (features not originally purchased with the system) are not included with any support agreement options.	Included	Included	Included (Customer Technical staff must participate)	Standard SMA rates apply plus any required technical support and travel time to install.
<b>ANNUAL SYSTEM RECERTIFICATION</b>				
Where applicable Annual System operational recertification and documentation review and updates.	Included	Included	Included (Customer Technical staff must participate)	Standard hourly rates apply.
<b>ACCESSORY TESTING</b>				
Where applicable In-house operational testing of Accessories	Included	Included	Included	Standard hourly rates apply.
<b>COMPONENT REPAIRS or REPLACEMENTS</b>				
Repair or replacement of defective devices	Included	Current standard prices	Current standard prices	Current standard prices
<b>BREAK/FIX LABOR and TRAVEL</b>				
Labor and travel for unscheduled on site service calls.	Included	Standard and Overtime rates apply	Standard and Overtime rates apply	Standard and Overtime rates apply
<b>INSERVICE TRAINING</b>				
One day of onsite staff inservice and refresher training by IMS Coporate Trainer.	Included	Included	Included	Standard hourly rates apply.
<b>TECHNICAL TRAINING</b>				
Technical system training includes system operation, software and hardware diagnostics, configuration, reporting tools, and system troubleshooting.	Included	Included	Included. This Option requires that two technical support staff attend the training.	Not available

**\*\*To qualify for Bronze Support the customer must have 24/7 onsite Technical Support Staff or remote access to the system.**