



Qmatic Support and Maintenance Agreement

Because your Customer or Patient Flow Management solution is such a critical part of your daily operations, it has been designed and developed with careful thought, structured planning, meticulous development and customized implementation to suit the needs of your particular environment. From concept to delivery, Qmatic solutions are nurtured by experienced people who have been working to provide our clients these solutions for over 30 years.

A Qmatic Support and Maintenance Agreement helps you maintain your investment as well as provide coverage for the unplanned and unexpected. Our services preserve the integrity and reliability of your solution, and free software version releases and service packs ensure that you are always operating with the latest features and functions. We work to eliminate obstacles and minimize unforeseen costs with quality support that ensures first priority handling and reduced fees that make it affordable to protect your interests.



SOFTWARE

Qmatic Software Support & Maintenance Agreement

Unlimited Telephone Support

Access our toll-free Technical Support Center between the hours of 7am - 8pm ET, Monday - Friday, as well as after hours and weekend on call support for severity one issues. The Technical Support Team provides remote diagnostic testing, troubleshooting, and verification of proper software setup. The team can also assist with navigating application menus and analyzing customer flow data and management reports.

Priority Case Handling

Clients on a Support and Maintenance Agreement receive care prior to those without an agreement.

Unlimited Access to Qmatic Support Portal

Receive unlimited access to the Qmatic Support Portal. Clients can report issues using this online system and track the status until resolution. The support portal includes access to 24/7 web support.

Guaranteed Service Levels

With a Support and Maintenance Agreement guaranteed service

levels are in place and absolute response and resolution times are assured based on problem severity. Ask us for a Service Level table for details.

Free Service Packs & New Releases Keep You Current

Receive all new Qmatic software version releases and patches as part of your Support and Maintenance Agreement. Know that you will always operate with the latest features and functions. Patches are provided via download. Please note: professional services and training are not provided for new software releases as part of the Support and Maintenance Agreement.

Unlimited Access to Qmatic Training Portal

Receive unlimited access to the Qmatic Training Portal. This easy-to-use tool provides instructional videos, in-depth end-user documentation and quick reference guides, and is a cost-effective way to educate new employees as well as provide refresher training to existing staff.

Two Remote Refresher Training Webinars

Two remote refresher training webinars are included per year. Led by a member of the Qmatic Training Team, topics include interpretation of management screens and statistical reports, plus system backup procedures. Other areas of interest can be discussed with the training team. Remote access for the Qmatic Trainer is required.

Reduced Fees for Additional Training Webinars or Onsite Training

When additional staff training is needed for optimum use of your Qmatic CFM system, instruction can be provided remotely via webinars or on-site training. Led by a member of the Qmatic Training Team, a review of system configuration and capabilities are covered, including interpretation of management screens and statistical reports, plus system overview basics. Additional topics can be discussed with the training team.

HARDWARE

Qmatic Hardware Extended Warranty

Reduced Fees for Onsite Optimization

To ensure your Qmatic CFM system is functioning at maximum efficiency for your operation, a Certified Qmatic Consultant will provide an on-site optimization assessment. The best-priced fees for this service are available only with a Support and Maintenance Agreement.

Non-Production Software

Prior to deployment into the field, many IT best practices include regression testing to verify any changes to configuration or to test new releases in non-production environments. In addition, many clients wish to have a dedicated training environment for their staff. Under the Qmatic Support and Maintenance Agreement, Ensemble and Orchestra customers are entitled to software licenses for up to two non-production environments. Professional services not included.

Software Escrow

Should your IT-policy require your software suppliers to provide the source code under an Escrow account, Qmatic can arrange for this at an additional charge. Please contact us for details.

Secure your investment against unplanned breakdowns for years to come – let Qmatic carry the risk of unpredictable repairs.

Extended Warranty Benefits

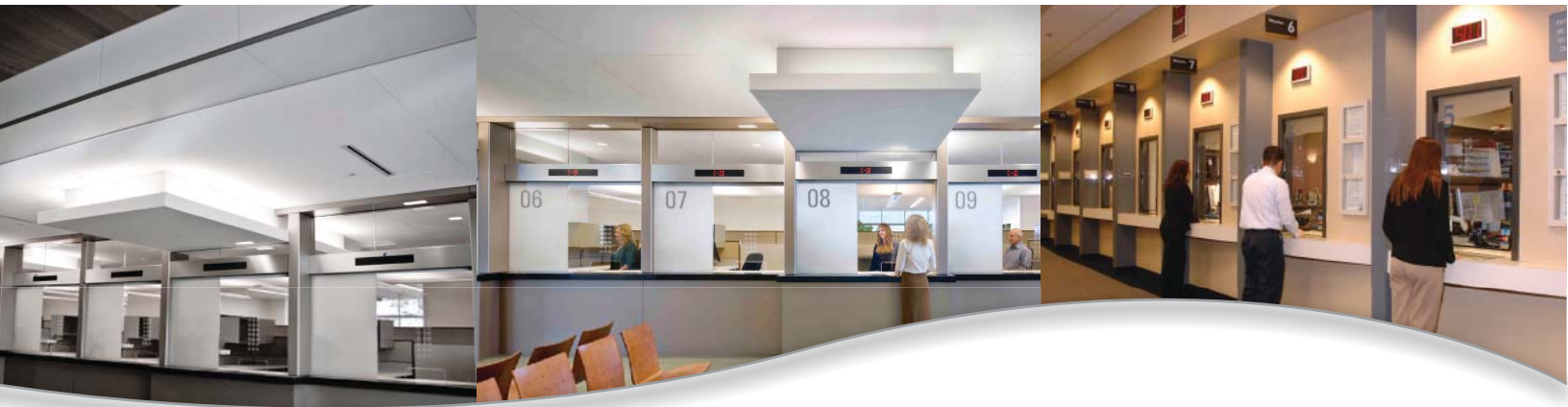
- Guaranteed system compatibility with newer hardware versions for the full duration of the agreement
- Improve forecasting of overall life cycle costs
- Avoid annual variations in spare parts and repair costs
- Peace of mind
- Minimize downtime

Qmatic's Extended Warranty coverage ensures a top-notch client experience. Depending on the case, Qmatic will send a Technician to your location(s) to address the issue or replace the equipment in question via expedited delivery. With an Extended Warranty, direct repair/replacement costs are completely covered.

With the Extended Warranty you get:

- Free access to new firmware releases
- Onsite repair service where required
- Priority client Technical Support
- Qmatic Certified Technician with hands-on experience with Qmatic products
- Technical Support Monday-Friday, 7am - 8pm ET and after hours and weekend emergency support
- Express delivery replacement for failed equipment
- Same or newer condition for hardware replacement





QMATIC

Qmatic Corporation

2400 Commerce Avenue
Building 1100, Suite 100
Duluth, GA 30096

Contact us

Phone: 770.817.4250
Fax: 770.817.4594
Support: 800.852.6768

Email: sales.us@qmatic.com
www.qmatic.com/us