

SURECARE™ Services

Basic Plan

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The Basic Plan is designed for customers who prefer the flexibility of “*time and materials*” but want a little more protection to fit their specific risk, volume and budget profile.

The Basic Plan provides features:

- ✔ Phone and remote technical support, Monday-Friday, 7am-5pm local time
- ✔ One planned maintenance visit per year during business hours
- ✔ Flexible options and convenient billing plan

Why Hologic SureCare Service?

Hologic delivers exceptional service as proven by achieving the #1 ranking for Service in Mammography from IMV ServiceTrack™, the annual awards among diagnostic imaging users.

Achieving consistently high performance takes hard work, dedication and focus. Our decision to focus exclusively on providing service and support for Hologic systems proves our point:

The sharper our focus, the better results for you in terms of system uptime and productivity.

Phone Support and Planned Maintenance

The Basic Plan includes technical phone support, remote support and one planned maintenance visit per year. With this plan you will have peace of mind knowing you can call our expert technical support team and get the responsive help you need. Many issues can be diagnosed and resolved remotely to help minimize system downtime.

On-Site Labor and Part Options

You can choose the discount level for labor and parts to fit your needs. You can be confident knowing that only genuine, FDA certified Hologic parts are used.

Other Options

The Basic Plan allows you the flexibility to select options to fit your needs. Software enhancements, Computer Refresh, Unifi™ Analytics, plastics coverage or discounts on professional services are available to add onto your plan.

Unifi Analytics is a business intelligence tool designed for administrators who want to improve the quality of care while maximizing efficiencies. It concentrates on technologist performance, proactive device maintenance and business insights.

SURECARE™ Basic Plan

	Features	Benefits
Tech Phone Support	M-F, 7am-5pm	Access to remote help
Hologic Connect™	Remote Support	Faster problem resolution
Planned Maintenance	Once per Year	Keep system running smoothly