

# SURECARE™ Services Preferred Plan

## Preferred Plan

The Preferred plan is designed for high volume customers who require same day, full service coverage to minimize workflow disruption and drive productivity. The Preferred plan provides features to get the most from your Hologic systems. Key features to this program are:

- ✓ Same day on-site response\* and 24 hour phone technical support
- ✓ Full parts coverage including plastics (paddles) and glassware
- ✓ 20% discount on Hologic professional services for clinical training and connectivity

## 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.**

## Keeping Downtime Down

We know that system uptime is everything especially with a high-volume practice. Our Preferred plan combines same day\* on-site response with planned maintenance and predictive tube replacement to ensure you are getting the most productivity from your systems. In addition, regular software releases keep your system updated with the latest enhancements.

## Staff Training, Network Connectivity and Consulting

Your cost savings are substantial with a 20% discount on clinical applications training, network connectivity services and equipment moves. Hologic offers a full range of professional services to drive productivity such as EQUIP MQSA training, post installation network configuration changes and moving systems to other locations.

## Unifi™ Analytics

Unifi Analytics is a performance management tool for Dimensions. It is designed to help you have visibility into your mammography practice and provide predictive insights to improve your workflow. Unifi Analytics will track the two biggest workflow factors, which are system usage and staff performance, and provide actionable insights.

## Add-on Options

The Preferred plan provides flexibility to add options to your agreement to meet your needs, such as Computer Refresh and Unifi Analytics with predictive tube replacement. Technology Refresh, Analytics Performance Benchmarking and a built in deeper discount on Professional Services are available.

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	Features	Benefits
Technical Phone Support	24x7	Access to help when you need it
Hologic Connect	Remote Support	Faster problem resolution
Software Coverage	Factory SW releases	Productivity with enhancements
Planned Maintenance	Twice per Year	Keep system running smoothly
On-Site Labor Coverage	Same day (if call by noon)	Fast response, system uptime
Business Hours (PMs, Service)	8am-5pm, M-F	System uptime
Parts Coverage	Includes Glass	Genuine Hologic parts
Plastics Coverage	Includes SmartCurve	Genuine Hologic parts
Predictive Replacement	Planned X-ray Tube Swap	Productivity and system uptime
Discounts Professional Services	20% off Training, Connectivity, Consulting	Save money on EQUIP, network, consulting, moves

\* Same day service if call is received by 12 noon by Hologic.

To get more information or a quote, contact your Hologic account manager or Tech Support team at **BreastHealth.Support@hologic.com** or 877-371-4372