

## Complete Plan

The Complete plan is designed for high volume, cutting edge customers who demand the utmost in efficiency and responsiveness to drive maximum productivity. The Complete plan provides features to get the most from your staff and Hologic systems. Key features to this program are:

- ✔ 4 hour on-site response and 24 hour phone technical support
- ✔ Extended service hours to 9pm for repairs and PMs
- ✔ Proactive computer replacement program to ensure optimal system performance
- ✔ 30% discount on Hologic professional services for clinical training and connectivity
- ✔ 98% System uptime guarantee

### Why Hologic SureCare Service?

Hologic delivers exceptional service by achieving the #1 ranking for Service in Mammography from IMV ServiceTrak™, one of the most recognized and trusted benchmark studies the healthcare industry.

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.**

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### Keeping Downtime Down

We know that system uptime is everything especially with a high-volume practice. Our Complete plan combines 4 hour on-site with extended service hours and 98% uptime guarantee to ensure you are getting the most productivity from your systems. In addition, regular software releases along with a computer refresh, keeps your system optimized.

### Staff Training, Network Connectivity and Consulting

Your cost savings are substantial with a 30% 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.

# Complete Plan

	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	4 hours (if call by 2pm)	Fast response, system uptime
Extended Hours (PMs, Service)	8am-9pm, M-F	Productivity and 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	30% off Training, Connectivity, Consulting	Save money on EQUIP, network, consulting, moves
Computer Refresh	Replace with latest computer	No need to capital budget, run faster with latest version
Uptime Guarantee	98% Uptime	Your protection that we back our reputation with action

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