Patient Security System After Warranty Support Options

		GOLD SUPPORT Software and Hardware support	SILVER SUPPORT Software support	BRONZE SUPPORT* Software support with hospital screening	T & M No agreement Time and materials only
Telephone/remote access support	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	Available with authorization of a purchase order only (recommend issuing a standing purchase order #). Minimum charge of 1 hr. (M - F) normal business hours (8 AM - 5 PM) outside normal business hours, weekends and holidays
Monthly database maintenance	Monthly system database maintenance and download for reporting and backup. One year of backups maintained by Convergint. In event of a server failure or data loss, Convergint can restore customer data on a loaner file server to restore system operation with minimal down time	Included	Included	Included	TBD by region
Monthly alarm reporting	Formulation and review of monthly alarm reports with system bench marking. Includes consultation if required based on bench marking results	Included	Included	Included	TBD by region for reports. Consulting available at TBD by region
Inservice training	One day of onsite clinical staff inservice and refresher training by Convergint coporate trainer	Included	Included	Included	TBD by region
System maintenance agreement (SMA) from system manufacturer	The Software Maintenance Agreement (SMA) fees (if applicable) from the system manufacturer, which include access to the latest software releases and patches	Included	Included	Included	SMA quote can be provided by request if no maintenance agreement is desired
Software upgrades	Travel and labor to install software upgrades that are provided and/or required by the system manufacturer	Included (with a valid SMA)	Included (with a valid SMA)	Included (with a valid SMA) (Hospital Technical staff must participate)	If an active SMA is required, this would be quoted upon request, and would be performed at TBD during normal business hours
Annual system recertification	Annual System operational recertification and documentation review and updates	Included	Included	Included (Hospital Technical staff must participate)	Upon request Convergint can provide a quotation
Tag testing	In-house or remote operational testing of suspect patient tags	Included	Included	Included	Tags sent in for testing
Part repairs or replacements	Repair or replacement of defective devices	Included	Current list or exchange prices	Current list or exchange prices	Current list or exchange prices
Labor/travel	Labor and travel time for unscheduled on site service calls	Included	8AM - 5PM (M - F), additonal rates applied outside normal business hours	8AM - 5PM (M - F), additonal rates applied outside normal business hours	Available with authorization of a purchase order only. Minimum charge of 1 hr. (M - F) normal business hours (8 AM - 5 PM) outside normal business hours, weekends and holidays
Technical training	Offered to Customer Technical Staff (IT/Biomed) departments that can provide 24/7 onsite support to the end users. Technical review of the system will be provided along with basic troubleshooting steps. Training to be provided onsite during scheduled maintenance	Included	Included	Included. This Option requires that two technical support staff receive technical training	Not available

*To qualify for Bronze Support the hospital must have 24/7 onsite Technical Support or remote access to the PSS.