

# HOLOGIC<sup>®</sup> SURECARE<sup>®</sup> Service

## Patient Care, Uninterrupted



Best-in-Class



Predictive\*



Real-Time



Trusted

Ensuring our customers are able to deliver the best possible patient experience, uninterrupted – because your peace of mind is what matters most.

### Driving Reliability

We know that system reliability and performance is important to you and your facility. That is why our plans include remote technical and planned maintenance as base coverage features. It is our goal to ensure your system is operating to factory specifications and your team gets the responsive help they need.

### Offering Flexibility

Select a plan that fits your needs depending upon your level of risk and budget. The choice is yours.

- On-site labor
- Parts coverage
- Software and/or hardware coverage

**Our award-winning SURECARE service offering includes plans to meet your business and clinical priorities.**

# SURECARE® Service Plans

Hologic® offers a range of service plans designed to help meet your business goals and keep you focused on what matters most – your patients.

## SURECARE Plans: Horizon® DXA System

More SURECARE offerings are available across Hologic's portfolio of products.

Operational – Service Contract		SURECARE Preferred	SURECARE Precision
Technical Phone Support	Mon-Fri, 7am-8pm Live help to answer questions	✓	✓
On-Site Response Time	Faster problem resolution Same day if call by 2pm	✓	*
Unifi™ Connect	Remote Support Faster problem resolution	✓	✓
Planned Maintenance	During Business Hours Keep system running smoothly	✓ 2 per year	✓ 1 per year
Software Coverage	All updates and enhancements commercially released	✓	*
On-Site Labor Coverage	Mon-Fri, 7am-5pm Expertise to fix it quickly	✓	*
Parts Coverage	Full coverage Includes glassware	✓	*
Hardware Upgrade	Operationalize the hardware cost for upgrading your system	*	*

✓ Standard features   \* Options available

**For more information or a quote, contact your Hologic Account Executive or Service Sales Manager at [ServiceSales@hologic.com](mailto:ServiceSales@hologic.com) or 877-371-4372.**



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**SURECARE®**