

# 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.

1. **Maximum uptime guarantee** so you never have to put your work - or your patients - on hold.
2. **Predictive\* analytics** so we can address equipment issues before they even occur.
3. **State-of-the-art connectivity** so we can provide real-time insights on how to optimize business and clinical outcomes.
4. **Passionate, trusted and engaged engineers** who deliver exceptional service.



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

Maximize your uptime and sign up for **SURECARE** Service today.

\*Available on select systems

**SURECARE<sup>®</sup>**

# SURECARE<sup>®</sup> Service Plans

Hologic<sup>®</sup> 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: Dimensions<sup>®</sup> Mammography Systems

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

	SURECARE Complete	SURECARE Preferred	SURECARE Precision
Technical Phone Support	24x7	24x7	Mon-Fri, 7am-5pm
On-Site Response Time	4 hours if call by 2pm**	Same day if call by 2pm*	Next Day
Unifi™ Connect	✓	✓	✓
Planned Maintenance	✓‡	✓ <sup>+</sup>	✓
Software Coverage	✓	✓	*
Labor Coverage	✓‡	✓ <sup>+</sup>	*
Parts Coverage	✓	✓	*
Plastics Coverage	✓	✓	*
Professional Services Discounts	✓ 30% off	✓ 20% off	*
Hardware Upgrade	✓	*	*
Uptime Guarantee	98%	95%	N/A
Unifi™ Analytics	*	*	*

✓ Standard features ‡ Includes extended service 5-9PM, M-F + Option for extended service 5-9PM, M-F

\* Various options available \* Afterhours coverage only for down systems/emergency coverage until 9PM \*\* Coverage until 9PM, M-F

### Complete 98% uptime guaranteed

Designed for high-volume, cutting-edge customers who demand the utmost in efficiency and responsiveness to drive maximum productivity. The Complete plan provides service to minimize disruptions and get the most from your Hologic systems.

- + 4-hour on-site response and 24-hour phone technical support
- + Extended service hours to 9pm for repairs and PMs
- + Full parts coverage including plastics (paddles) and glassware
- + Software upgrades, updates and enhancements coverage
- + Proactive computer replacement program to ensure optimal system performance
- + 30% discount on Hologic professional services for clinical training and connectivity
- + 98% System uptime guarantee

### Preferred 95% uptime guaranteed

Designed for high-volume customers who require same day, full-service coverage to minimize workflow disruption and drive productivity. The Preferred plan provides service for customers with a smaller budget and more flexible schedule.

- + Same day on-site response if call is received by 2pm EST, 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
- + Software upgrades, updates and enhancements coverage
- + 95% System uptime guarantee

### Precision

Designed for customers who prefer a tailored service program to fit their specific risk and budget profile. The Precision plan provides features to drive system reliability and performance.

- + Technical Phone Support, Monday-Friday, 7am-5pm local time
- + Hologic Connect remote support
- + Two planned maintenance visits per year during business hours
- + Flexible options to labor, parts and other services

**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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