

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
- ✓ Software updates and enhancements coverage
- ✓ 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.

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 a 95% uptime guarantee 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.

Add-on Options

The Preferred plan provides flexibility to add options to your agreement to meet your needs, such as Computer Refresh, Unifi™ Analytics and extended hours for repairs or planned maintenance.

Unifi™ Analytics is a performance management tool for Dimensions® systems. 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.

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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 2pm)	Fast response, system uptime
Emergency Coverage	For down systems, work to 9pm	Keep your schedule on-time
Parts Coverage	Includes Glass	Genuine Hologic parts
Plastics Coverage	Includes SmartCurve	Genuine Hologic parts
Discounts Professional Services	20% off Training, Connectivity, Consulting	Save money on EQUIP, network, consulting, moves
Uptime Guarantee	95% System Uptime	Your protection that we back our reputation with action

* Same day service if call is received by 2pm 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