



SUPPORT SERVICES PROGRAM
PERFORMANCE PROTECTION PROGRAMS

HEALTHCARE
SOLUTIONS



swisslog

Perform with Flying Colors

- Presenting the Silver, Gold and Platinum Protection Programs

Reach for Peak Performance

Your pneumatic tube system needs protection. Your system requires regular inspection and maintenance, quality parts and proper staff training. And when an emergency occurs, you need prompt support any time 24/7.

System downtime is very costly. Just one hour of downtime per week can cost your hospital thousands of dollars per year. You may also have reoccurring problems or traffic issues that could be slowing down your system. This is why you need a Swisslog support service program to assure peak performance. Each program is individually tailored to suit the specific requirements of each customer.

Silver Program

Swisslog's Silver Service program provides hospitals with an enhanced level of support with a preventive maintenance visit and system analysis to assure pneumatic tube system reliability and improved performance. The support program provides one annual preventive maintenance call, 24/7 phone support (guaranteed 2-hour call back), and one system uptime analysis per year. A system analysis examines uptime trends that impact system performance. The Silver Service Program provides a 10 percent discount on software, parts, repairs and labor.

Gold Program

Swisslog's Gold Service program delivers system support for hospitals that recognize the pneumatic tube system as a critical system requiring maximum uptime. The program provides two preventive maintenance visits per year, one on-demand service call per year, and priority phone support 24/7. Gold Service members also receive two annual on-site staff training sessions (4 hours per session) and semi-annual system uptime analyses. The Gold Service Program provides a 15 percent discount on software, parts, repairs and labor. This program provides an enhanced level of service where performance and reliability are essential.

Platinum Program

Swisslog's Platinum Service Program provides the ultimate in service and support for hospitals with the highest performance expectations. In fact, we will guarantee 99% uptime* for Platinum Service Program facilities. The program provides quarterly preventive maintenance visits and four on-site staff training sessions (4 hours per session). Receive four on-demand service calls as well as priority phone support 24/7. Benefit from quarterly uptime analyses and an extended warranty** program for your system. Software upgrades are free of charge, and Platinum members receive a 20 percent discount on parts, repairs and labor.

Customized Solutions

Swisslog also offers customized service programs that allow customers to become self-sufficient for maintenance and support. Choose from a variety of service, performance and discount options to meet your specific needs.



The Leader in Pneumatic Tube System Customer Support

Swisslog has the largest professionally trained customer support and field support organization for pneumatic tube systems in North America. No other pneumatic tube company comes close. We offer:

- > A skilled technician is close to you - over 100 technical support professionals are strategically located for quick customer response across North America
- > Staff user and maintenance training – both on-site and at our professional training center
- > Ongoing system performance analysis to monitor and address changes in system usage
- > 24/7 phone and high speed remote support
- > Online spare parts ordering
- > Remote system monitoring

Service	Silver	Gold	Platinum
Preventive Maintenance Visits per Year	1	2	4
On-Demand Service Calls		1	4
Phone Support	24/7	24/7	24/7
On-site Training Sessions (4 hours each)		2	4
Software Upgrades	10% discount	15% discount	included
System Uptime Analysis	1	2	4
System Uptime Guarantee*			99%
Discount on Parts, Repairs, and Labor	10%	15%	20%
Extended Warranty**			available

Competitive Systems

Swisslog handles the complete support of non-Swisslog pneumatic tube systems. Contact Swisslog at: (800) 764-0300 for more details.

* System Uptime Guarantee excludes down time due to user error.
 ** Extended Warranty is individually tailored to suit each customer's requirements.



For More Information in North America:

Swisslog Healthcare Solutions
Email: healthcare@swisslog.com
USA: (800) 764-0300
Canada: (877) 294-2831 | (905) 629-2400
www.swisslog.com

swisslog