



Maintenance and Support Plans

Tamarack Medical Systems is committed to meet our customer's needs by offering a flexible, affordable program for maintenance and support services.

The program allows our clients to purchase ongoing maintenance and support services for a specific dollar amount in value priced units.

Depending on the services required, clients will be provided with the support of either a phone technician, an onsite technician, or an engineer at pre-determined rates. As the services are utilized, the cost will be deducted from the units purchased until there is a zero balance. At that point, additional units can be purchased.

Rates for services are structured by both the level of expertise of the technician needed for those services and the dollar amount for the unit purchased.

The larger the unit purchased, the lower the hourly rates. There are no limitations for specific services, so clients enjoy the flexibility of having all levels of support provided to them at no additional cost.

Equipment Loaner and Replacement Program

Tamarack now offers an equipment loaner and replacement program. Under this program, Tamarack will temporarily replace, on a loaned basis, a server and up to 4 PCs per year within 24 hours of failure. Replacement will include the recovery of all Acrendo software and related data from our customers back-up files.

This service is included in our Premium, Gold and Platinum maintenance contracts, and offered for an additional fee in our Standard and Premium maintenance contracts.

A Sales Representative will work with each client to determine the most cost effective maintenance plan for your office.

Custom plans are also available based on the number of users and equipment involved.





Maintenance and Support Plans

Basic

Cost: \$ 1,500

Hourly Rates:

Phone Support	\$ 75
Onsite Technician/Engineer	\$ 150
Replacement Loaner Program	\$ 300

Standard

Cost: \$ 3,000

Hourly Rates:

Phone Support	\$ 70
Onsite Technician/Engineer	\$ 145
Replacement Loaner Program	\$ 200

Premium

Cost: \$ 5,000

Hourly Rates:

Phone Support	\$ 65
Onsite Technician/Engineer	\$ 140
Replacement Loaner Program	Included

Gold

Cost: \$ 7,500

Hourly Rates:

Phone Support	\$ 60
Onsite Technician/Engineer	\$ 135
Replacement Loaner Program	Included

Platinum

Cost: \$ 10,000

Hourly Rates:

Phone Support	\$ 50
Onsite Technician/Engineer	\$ 125
Replacement Loaner Program	Included

