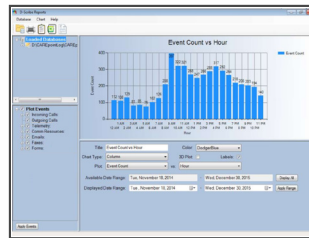
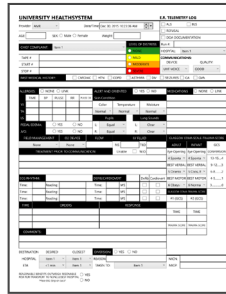


## SUPPORT PLAN



## UltraCARE PLANS COVER

- CAREpoint Workstation
- RC - Remote Control
- Patient and workflow forms & reporting assistance
- CQI & EMS activity reports
- Training & Best Practices



**98.7%**  
Support Customer  
Satisfaction

**4/5**  
First Call Resolution

**24/7**  
Support Available

## COMMON ITEMS COVERED

- Custom touch monitor: \$1,600 +labor
- Custom PC module: \$7,000 +labor
- Radio/Phone line card: \$1,350 each +labor
- Software configuring and tech support \$200/hr

## Want to learn more?

Visit the support section of our website or ask your rep for more information



**Your  
Hot Phone  
to Support**





CAREpoint handles critical operations.  
Do you have the right support plan?

**Minimize Your Risk**  
**CALL NOW**

- To learn more about your support
- For a free system check-up
- To discuss best practices



UltraCARE Support Features	Silver	Gold
Software Updates	✓	✓
Live Phone Support (M-F 9:00a-5:00p EST)	✓	✓
Discounted Upgrades	✓	✓
24/7 Phone Support		✓
Overnight Replacement Parts (When necessary)		✓
<b>NEW</b> UltraCARE PULSE (System health & reporting via e-Bridge)		✓
<b>NEW</b> Best Practice Conversations		✓
<b>NEW</b> e-Bridge (Secure Messaging— 2 licenses)		✓

201-313-7075      support@general-devices.com

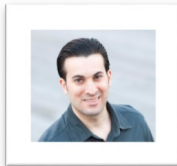


GD's UltraCARE Support Plans are an extension of the same great support you've come to love during warranty and there's a cost-effective plan to best suit your needs.  
Do you have the right plan?

## Got Questions? We got you!

### Meet your UltraCARE support team

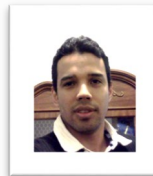
Jimmy Nejme



Rocco Joseph Garzione



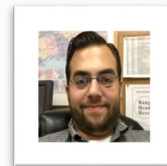
Jorge Moreno



Jon Cocozzo



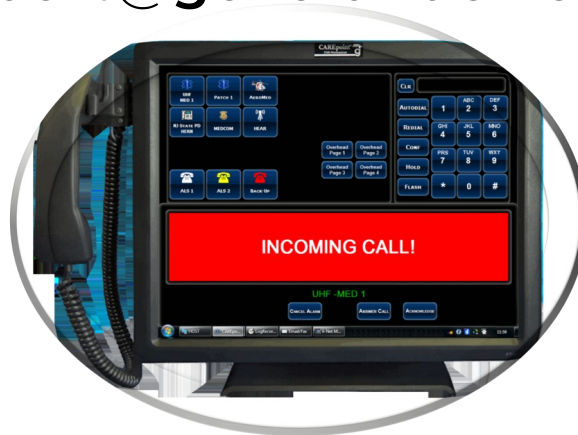
Pete Gondor



Not covered by an UltraCARE plan? Hmmm Surprising....  
Call us to learn how to get back in coverage. We won't judge

# 201-313-7075

support@general-devices.com



[www.general-devices.com/support-center](http://www.general-devices.com/support-center)

# CAREpoint™ Workstation



## UltraCARE PULSE

Feature of UltraCARE Gold Support

CAREpoint is critical operations protect it with PULSE!

## CAREpoint Health Notifications



Customized Notification Rules



Important messages directly to you!

# “Is Your Check Engine Light On?”

- Quickly be aware of critical issues!
- Don't miss important notifications!
- Scheduled and rule based alerts!



## Sample Messages:

- Periodic maintenance due: Fan filter cleaning
- The System Temperature is currently out-of-range. Please contact GD immediately!
- The last disc backup failed, the disc was full. Calls are still being recorded.

## UltraCARE PULSE

actively monitors CAREpoint and alerts the administrator to issues related to the system's health, including critical updates, connection or recording issues, and other important issues that require action.

These issues are sent to the administrator via the e-Bridge Secure Messaging platform or by requesting a system health report from GD. These notifications are schedule and rule based making it customizable to your needs.



Responsive Innovation.



Proactively notifies supervisors and administrators.  
support@general-devices.com 201.313.7075

