



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



CAREpoint is critical operations, protect it with an UltraCARE Support plan!



UltraCARE PULSE*

Proactively notifies supervisors and administrators.

“Is Your Check Engine Light On?”

UltraCARE PULSE actively monitors CAREpoint and alerts the administrators of issues related to the system’s health including critical updates, connection or recording, and other important scenerios that require action. These notifications are schedule and rule based making it customizable to your needs.

Periodic Maintenance due: Fan filter cleaning

The system temperature is currently out-of-range.

The backup disk is full. Calls are still recorded.

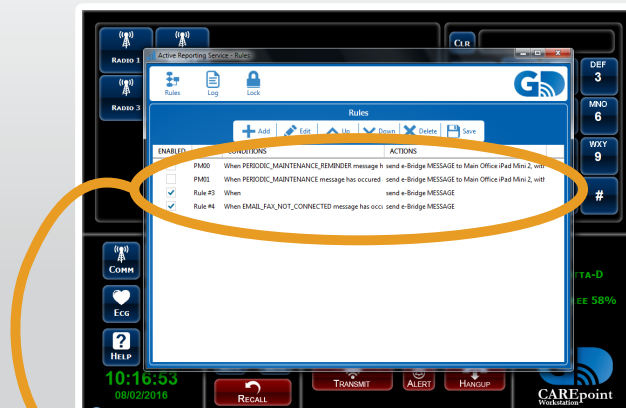
Schedule and rule based alerts!

Quickly be aware of critical issues!

Don't miss important notifications!



Important messages directly to you!



Customized Notification Rules

* Feature of UltraCARE Gold Support

Responsive Innovation for Hospitals, EMS, and Connected Care.

GD is the trusted leader in EMS-Hospital communications and Mobile Telemedicine systems for over 30-years, connecting care providers nationwide and handling thousands of emergency calls daily.

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



UltraCARE Support Features	Silver	Gold
Software Updates	✓	✓
Discounted Upgrades	✓	✓
Live Phone Support (M-F 9:00am-5:00pm EST)	✓	✓
24/7 Phone Support		✓
Virtual Training		✓
Overnight Replacement Parts (When necessary)		✓
Price protection for Multi-Year plans		✓
NEW UltraCARE PULSE (System health & reporting via e-Bridge)		✓
NEW Best Practice Conversations		✓
NEW e-Bridge (Secure Messaging 2 licenses)		✓

98.7%
Support
Customer
Satisfaction

4/5
First
Call
Resolution

24/7
Support
Available



Want to learn more?
Visit the support section of
our website or ask your
rep for more information

general-devices.com



Do you have the right plan?

We've got you covered!

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

UltraCARE PLANS COVER

- CAREpoint Workstation
- CP-RC Remote Control
- Workflow, forms, and reporting assistance
- CQI & EMS activity reports
- Training & Best Practices

Cost of replacement:

- Custom touch monitor: *\$1,600 - \$1,900 +labor*
- Custom PC module: *\$7,000 - \$10,000 +labor*
- Radio/Phone line card: *\$1,350 - \$1,850 each +labor*
- Software configuring and tech support: *\$275/hr*

**Average costs when not in support *Prices subject to change: 7/2017*

Meet your UltraCARE support team



Jimmy



Jorge



Pete



Rocco



Jon



Peter



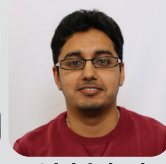
Bin



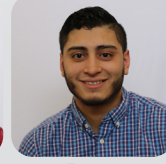
Greg



Okan



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Your Hotline to Support

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