



WELLSOFT

THE HEART OF YOUR EMERGENCY DEPARTMENT

WELLSOFT® SOFTWARE SUPPORT/UPDATE SERVICES

Wellsoft Corporation provides an exceptional level of software support. Wellsoft is acknowledged in the industry for its high level of customer satisfaction. The required software support/update fee includes:

- **24-hour Toll-free Technical Support**

Wellsoft provides unlimited 24/7 telephone support on any aspect of the Wellsoft System. Wellsoft technical staff is highly trained and adept at diagnosing and resolving all application related issues. Our support staff assists clients with routine operations such as adding staff members to directories, training new employees, modifying reports, etc.

- **Remote Troubleshooting**

Wellsoft provides remote support through the use of a VPN (Virtual Private Network). Routine program modifications or configurations can be made quickly and easily by remote access.

- **Program Updates**

Program updates (routine enhancements) are downloaded automatically with no client assistance necessary.

- **Custom Modifications**

Wellsoft provides ongoing custom configuration of the program as desired by the client. This includes customization of screen displays, printouts and other modifications to the system.

Upgrades

Program upgrades are not included as part of the Software Support/Update Services fee. Upgrades are major program enhancements such as scanning that include significant new functionality. Upgrades are competitively priced as they become available.