



SUPPORT SERVICES PROGRAM

HEALTHCARE
SOLUTIONS



swisslog

Perform with Flying Colors

Silver, Gold and Platinum Support Service Agreements (SSAs)

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 24/7/365.

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 recurring problems or traffic issues that could be slowing down your system. This is why you need a Swisslog SSA to assure peak performance. The color-coded programs below describe basic benefits and discount levels, but each SSA can be individually tailored to meet your specific requirements.

Silver

Swisslog's Silver SSA provides hospitals with an enhanced level of support to assure pneumatic tube system reliability and improved performance. The Silver SSA is designed to supplement a hospital's internal technical staff by providing one annual preventive maintenance call and 24/7/365 phone support (guaranteed 2-hour call back). In addition, the Silver SSA provides a 10 percent discount on software, parts, repairs and labor.

Gold

Swisslog's Gold SSA delivers system support for hospitals that recognize the pneumatic tube system as a critical system requiring maximum uptime. The Gold SSA provides two preventive maintenance visits per year, one on-demand service call per year, and phone support 24/7/365. Gold SSA customers also receive two annual on-site staff training sessions (4 hours per session). The Gold SSA provides a 15 percent discount on parts, repairs and labor. This SSA provides an enhanced level of service where performance and reliability are essential.

Platinum

Swisslog's Platinum SSA provides the ultimate in service and support for hospitals with the highest performance expectations. The Platinum SSA provides quarterly preventive maintenance visits and four on-site staff training sessions (4 hours per session). Receive four on-demand service calls and phone support 24/7/365. Platinum SSA customers receive a 20 percent discount on parts, repairs and labor.

Customized Solutions

Swisslog also offers customized SSAs 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 service and field support organization for pneumatic tube systems in North America. No other pneumatic tube company comes close. We offer:

- > A skilled technician who is close to you - over 100 technical support professionals are strategically located for quick customer response across North America
- > Staff training - both on-site and at our professional training center
- > 24/7/365 phone and high-speed internet remote support
- > Online spare parts ordering via a password-protected customer portal and online store

Service	Silver	Gold	Platinum
Preventive Maintenance Visits per Year	1	2	4
On-Demand Service Calls		1	4
Phone Support	24/7/365	24/7/365	24/7/365
On-Site Training Sessions (4 hours each)		2	4
Discount on Parts, Repairs, and Labor	10%	15%	20%
Extended Warranty*			Available

Competitive Systems



Unique to Swisslog's preventive maintenance agreements is that they are available for any manufacturer's hospital pneumatic tube systems, not just those made by Swisslog. Contact Swisslog at 800.764.0300 for more details.

* Extended Warranty is individually tailored to suit each customer's requirements.



For More Information in North America:

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