

### Maximize Your Investment in RealityCharting®

- Stay up to date and ensure you have the latest release
- Acquire the most advanced software automatically
- Secure dedicated user support and quick response



- Expert technical support: A Software Maintenance Agreement (SMA) gives you unlimited access to RealityCharting® software support experts who answer your questions quickly and provide the help you need to be successful. Software support is available 9:00 a.m. to 5:00 p.m. PST, Monday through Friday and can be scheduled as needed.
- Software upgrades, updates, and service packs at no charge: During the term of the SMA, you will receive all released enhancements for your RealityCharting® software. Your organization will be able to immediately take advantage of each new feature and enhancement.
- Online tools: Technical tips and answers to frequently asked questions are available on the RealityCharting® web site along with a technical support request form used for ready capture and submission of any issues.
- 12- and 24-month agreements: Each SMA gives you the option to renew the agreement at the end of its term. We also offer other multi-year contracts on request.

#### Value

- Immediate access to new features and functions
- Lower total costs
- Predictable support costs
- Stronger investment protection
- Priority treatment for phone support
- Faster issue resolution
- Higher productivity

#### Lower Costs

A maintenance agreement is less expensive than purchasing software updates, upgrades and technical support individually.

#### Better Planning

A fixed annual investment allows you to plan support expenses instead of incurring unexpected charges.

#### Faster Resolution

RealityCharting® software experts are available to assist when you need help. A maintenance agreement ensures priority service when you call.

#### Higher Productivity

Allow your staff to focus on core activities and let our technical experts resolve product-specific issues.

#### More Capabilities

A maintenance agreement helps ensure your organization has the most advanced, robust, and easy to use software version available.