

# ViewPoint

Connect. Report. Relax.

## Service Information Sheet



## Software Maintenance Contract

The ViewPoint software maintenance contract offers users comprehensive technical service. In addition to telephone support, it includes remote maintenance, software updates and on-site service.

## Support Line

The ViewPoint support line is available to all ViewPoint users with a software maintenance contract. The ViewPoint Service Team is available Monday to Friday from 8:00 a.m. to 5:00 p.m. Service requests should be submitted through:

- Hotline: Dial the hotline telephone number.
- E-mail: Send us your request via e-mail. It is recorded and processed in our system as a service request.

The ViewPoint Service Team processes both options with the same priority.

## Remote Maintenance

Remote maintenance helps take care of service jobs quicker and more efficiently. ViewPoint Service employees connect to your system and carry out the software maintenance independent of the location.

## Software Updates

Users can request all updates immediately after release to keep the system software up to date. Information on the availability of updates for ViewPoint products is available through your local sales representative. If you would like to request an update, please contact the ViewPoint Support Line.

## On-Site Service

In addition to telephone support, ViewPoint also offers on-site service as a supplementary service. Service technicians perform service at your location when the Service Team determines that your request cannot be resolved by telephone and on-site service is needed to work on the problem.

## Additional Service Offerings

Besides solving technical problems, the Service Team also supports requests that go beyond those of the software maintenance contract. Additional time of service support can be purchased for items such as:

- implementation of interfaces to hospital information and PACS systems
- installation of requested ViewPoint updates
- hardware/software changes or system relocation
- application and administration training
- preparation of backup and recovery concepts

Please direct any inquiries to your local sales representative or to

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