

# Software Support Services

"Empowering Your Staff"

## Benefits

Improve Productivity  
Protect Your Investment  
Raid Problem Resolution

## Services Offered

Annual Seminars  
Free Webinars  
Hotline Support  
Software Maintenance  
On-Site Training  
Online Resources  
Remote Access

## Exceptional Support From our Software Support Experts



### Mission Critical

Your EMR software is a critical part of patient care and it is imperative for the software to be available 24 hours 7 days a week.

ADL Support Services are designed to provide superior levels of service to keep your systems constantly available.

### Support Services

Support Services provide comprehensive remote software support services for Optimum EMR software. Our Engineers work with your staff to advice on software features and use, problem diagnosis and resolution, software defect identification, and access to patches.

### Support Levels

Two levels of Support Services are available: Standard and Premium. Both services offer direct access to ADL Support Staff by telephone and email, and include access to software updates. Supplementary services such as on-site support and training are also available.

### Standard Support (9-5)

ADL Standard Support Services provides support coverage during normal business hours with a response time to your inquiry within 24 hours.

### Premium Support (24x7)

Premium Support Services for after working hours provides support coverage 24 hours a day, 7 days a week with a response time to your inquiry within 1 hour.

