

# Vital Support

for Vitrea Enterprise Suite\*

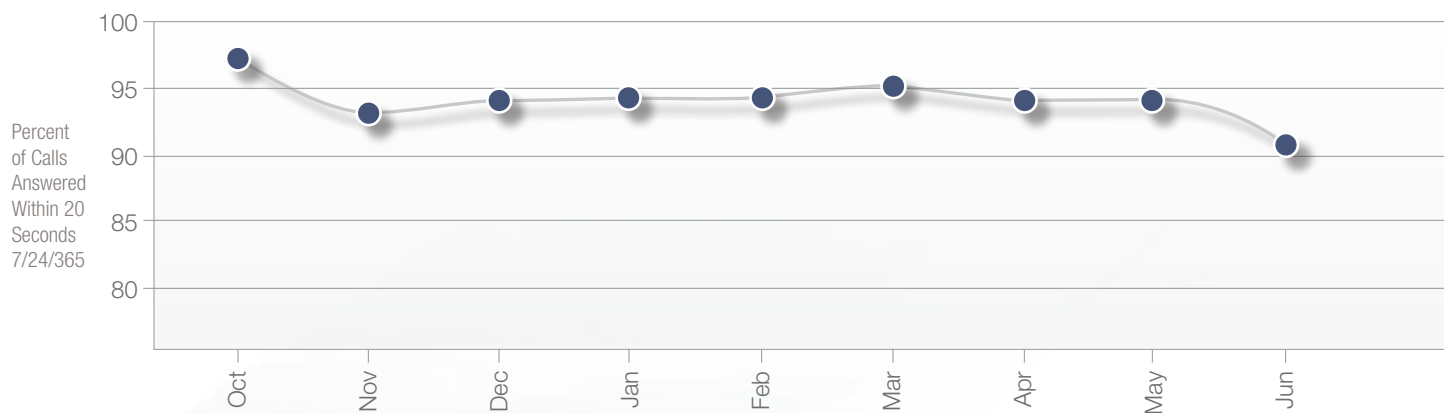
Vital Images understands that the success of your organization depends on reliable technology and minimal downtime. Our toll-free phone line, dedicated Service Account Management program and quick response times ensure that you receive the help you need when you need it. Our Vital support program is designed with optimal productivity of your enterprise in mind.

We deliver on your expectations for exceptional service, and industry leaders have taken notice. In 2009, we became the first and only advanced visualization provider to achieve certification for Excellence in Service Operations by the Service & Support Professionals Association (SSPA). SSPA, together with J.D. Power and Associates, conducted a rigorous in-depth audit of all aspects of Vital Images' customer support operations, evaluating the company against more than 290 best-practice criteria. SSPA noted strengths in executive support for service excellence, appropriate metrics, support call responsiveness and follow-up, among many others.

“Vital Images is a leader in the field of visualization and analysis software solutions. I have a wonderful rapport with our Service Account Manager. I have received excellent service from all of Vital support staff. I can confidently recommend Vital Images as a solid and reliable company, and experts in their field.”

Ricky Speights, R.T. (R)  
PACS Administrator, Forrest General Hospital

## Vital Service Level | Goal 80% < 20 Sec



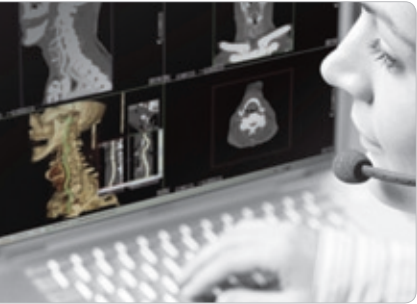
“An unwavering commitment to service excellence and customer satisfaction is at the very core of our obligation to our customers and values as an organization,” said Jim Litterer, vice president of global services for Vital Images. “SSPA certification represents independent validation that we’re executing on our values at the highest levels.”

## Toll-Free Support Line | 1-800-208-3005

Whether you have a problem, a question or need advice, our hotline is staffed by a team of technical and clinical experts, not an operator bank, so the person you reach can help you right away. If you have an issue, we can access your computer remotely to see what you see, then troubleshoot and assist you.

## Software Upgrades

Every time we release an enhancement or a new version of our software, you receive it, keeping your technology on the cutting edge and saving you valuable resources. You will always have the best advanced visualization tools to help you make timely decisions for optimal productivity.



## Dedicated Service Account Manager (SAM)

A dedicated Service Account Manager (SAM) is your proactive and ongoing contact for managing your relationship with Vital Images.

Your SAM will address potential issues and help you plan for scalability changes, including adding modalities or extending advanced visualization capabilities. You'll receive status reports on persistent issues until they're completely resolved. When a new software version is released, your SAM will help you with the upgrade and coordinate education for new features.

## Remote Diagnostics and Repair

Our customer support staff can access your software remotely to quickly troubleshoot problems, offering personalized assessment and resolution wherever you work.

## Service Renewal

Vitre Enterprise Suite's ongoing service plan offers flexible annual auto-renewal or multi-year renewal contracts available at the time of sale, allowing you to lock in your costs for years to come. There are no service interruptions when you renew. Speak to a Vital Support representative for more information: 1-800-208-3005.

## Ongoing Education

Vital U® is Vital Images' professional educational organization. We offer courses on the fundamentals of advanced imaging, clinical applications and technical administration. We tailor education programs for your organization's size, needs and desired outcomes. Rather than using generalized tool-based training, our expert instructors teach clinically based workflows on Vital solutions. We believe in fostering ongoing partnerships with our customers, so we are committed to your educational needs long-term.

Visit [www.vitalueducation.com](http://www.vitalueducation.com) to learn more.



\* This document is valid for Vitrea Enterprise Suite customers in the United States. For information on support services for other products or locations, please contact us at 1-800-208-3005.

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