



Maintain Peak Software Performance.

Ongoing pressure to improve productivity and patient care make it vital to keep your CARESTREAM DIRECTVIEW CR and DRX System at peak performance. Now, our Software Refresh Plan offers automatic upgrades to the latest software functions and capabilities as soon as they become available.

For maximum confidence, be sure to purchase the Refresh Plan up front, as a part of your overall equipment and service plan for DIRECTVIEW CR and DRX equipment. You will benefit by having fast access to all of the new standard features and productivity enhancements so that your system will never be out of date. Bottom line? You'll gain the peace of mind that comes from knowing that your CR and DRX systems are always operating with our most current, state-of-the-art software. And the Software Refresh Plan helps you to maximize return on your investment through a simple budgeting and purchasing process.

ADVANTAGES AT A GLANCE

Typical software revisions include:

- New features for efficient workflow
- Improvements in productivity and ease of use
- Service enhancements to maximize uptime
- Image-quality upgrades
- New DICOM and IHE features
- Advanced security features

CARESTREAM Software Refresh Plan

for DIRECTVIEW CR and DRX Systems



Ongoing Service and Support

With Carestream's Customer Success Network, you're at the center of an extensive and experienced support system – professionals passionately focused on your ongoing success. Through a Single Point of Entry, you'll be surrounded with a dynamic team of global experts – giving you easy and customized access to the right people for every situation.

Carestream's Customer Success Network is an approach to service that is truly different. We promise to:

- Bring a unique problem-solving perspective to each of your service requests, based on thousands of customer engagements worldwide and our 100-year heritage in medical-imaging innovation.
- Really listen to your situation and needs, then customize our broad portfolio of services to meet your patient-care goals and business objectives.
- Train and equip our service experts to ensure preventive and proactive care of your Carestream product solution.
- Go the extra mile to exceed your expectations and ensure that your service experience is the absolute best that it can be.

Plus, our Smart Link remote-technology solutions offer advanced monitoring, diagnosis and service delivery for even faster resolution of your service request.

SIMPLIFIED PURCHASING AND BUDGETING

As part of your warranty or service agreement, the Software Refresh Plan for CARESTREAM DIRECTVIEW CR and DRX Systems provides reasonable pricing with:

- Easy purchasing terms and conditions for upgrades – simply purchase the plan as an extension of your service plan.
- Predictable payments within your operating budget – no need to allow for software upgrades in your capital budgets.
- A single invoice at the time of equipment purchase to cover all hardware and the multi-year service agreement that includes Software Refresh.

Basic and Premium Plans

Choose the plan that's best for you.

- **Software Refresh Basic** provides the license for the latest version of software released.
- **Software Refresh Premium** includes the basic plan plus installation and upgraded computer hardware, if required by the software.



carestream.com/software

