

TIMS Support & Maintenance *Not just for hardware protection anymore!*



TIMS Medical provides comprehensive support & maintenance for our medical device hardware and software products to provide your department and hospital what you really need: comfort! This comfort means immediate phone and online access to our technical services engineers to help ensure your TIMS Medical hardware and software are running smoothly and delivering completed patient studies so that you do not have to re-schedule patients and sacrifice valuable revenue for your health care system. Specifically, our support & maintenance includes:

Technical Support

Phone and online technical support assistance from technical services engineers from 8:00 AM to 8:00 PM Eastern Time. Most calls are answered live by our technical services team to help maintain your hardware and software and ensure studies are completed. This is the most important component of our support & maintenance program as users can change settings, remove cables, or environments can change such as IP addresses and network destinations. Our technicians are available to troubleshoot and solve problems.

Software Updates

We provide downloadable software updates one to two times per year delivering productivity and functional enhancements to save time during your clinical workflows.

Online Training

Our TIMS Medical products provide efficient workflows and comprehensive functionality. New and current users are always wanting to learn more about how to optimize their workflows and benefit the most from their TIMS systems. We provide several one hour online training sessions every week for various workflows that users with current support & maintenance agreements can attend. Or, we can schedule your own customized online training at your convenience.

Preventive Maintenance

TIMS Medical recommends performing preventive maintenance on the systems every four months. Our technicians assist you online and over the phone with these important preventive procedures.

Advanced Replacements

In the unlikely event of a hardware failure (i.e. hard drive or memory failure), we confirm the problem with you and then within two business days send an advance replacement via two day service (in the US & Canada).

Discounts on Trade-Ins

TIMS medical devices have five year equipment life cycles. For customers with current agreements, we offer additional trade-in discounts after five years.

Discounted Parts & Cables

Receive a 50% discount on damaged or worn out cables, accessories, and parts.

Value

In addition to the benefits detailed above, TIMS delivers all of this value with its services at much less cost than the 18% industry standard for support & maintenance services.



Contact your TIMS Medical
representative to learn more!

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