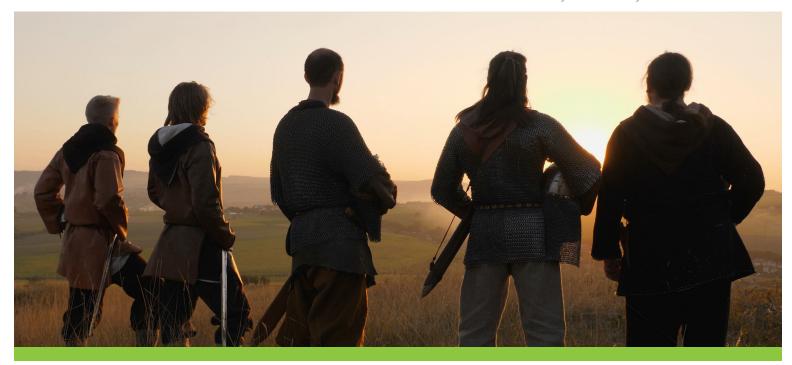# TECH **SUPPORT**

CompuGroup Medical builds a partnership with its clients. With assistance from our technical support team, your lab is never on its own.

Support will help you update the functionality of your LIS and troubleshoot your way through any problems.

## Our Commitment

- **Reliable availability.** Our growing team of experienced specialists means someone will be available to answer your call right away.

- **Quick response.** CGM respects your time and your needs. CGM monitors wait times and focuses on quick resolutions.

- **Convenient scheduling.** When the demands of your laboratory lessen your availability, you can schedule an appointment. Schedule your questions for a time that's convenient for you.

- **Easy access.** Reach us by phone or email. Local or international. It's easy for lab staff to submit requests and enjoy speedy, professional results.

- **Software enhancements.** As part of your active maintenance contract, you will have access to software updates and enhancements to help streamline your workflow and increase the functionality available to your lab.

"Through excellent service and software updates, our support team is like an extension of your laboratory staff. We are honored to stand by your side and help foster the very best in patient care."

**JIM MYERS**

CGM SCHUYLAB
SERVICES & SUPPORT MANAGER
COMPUGROUP MEDICAL

**Synchronizing Healthcare**

**CGM** CompuGroup Medical

# CGM SCHUYLAB
### Laboratory Information System

## CGM Technical Support will...

- Troubleshoot any **CGM SCHUYLAB** or **CGM SCHUYNET** issues
- Answer questions about current product configuration or workflow
- Provide assistance to correct user issues
- Diagnose root causes or hardware performance issues, and counsel clients on available resolutions
- Administer in-version updates with software enhancements
- Perform any contracted license installations and assist you when you purchase a server migration
- Implement any new, contracted analyzer interfaces, reference lab interfaces, and **CGM SCHUYLAB** software options
- Suggest custom reporting, development, and consulting solutions, as needed

## Service Levels

**Average Response Times** apply to new tickets. New tickets will receive a same-day response. Higher priority issues receive faster responses.

- **Two Hours or Less** (High): Issues that prohibit the use of a client's system. Examples include a database that is down; no analyzer or HL7 communication transmissions; or a requisition entry/interface that is down at a reference lab or single interface/analyzer lab.
- **Four Hours or Less** (Medium): Issues that do not affect a client's ability to report results, but that repeatedly affect usage or data integrity. Examples include general HL7 issues, report printing, and system application errors.
- **Same Day** (Low): Issues that do not directly impact the operation or use of the client's system. Examples include training needs, enhancement requests, etc.

Client calls are documented in CGM's call tracking software. CGM works to resolve issues as quickly as possible. Severe issues are expedited at time of call entry.

## Easy Access

Support for **CGM SCHUYLAB** is based out of Columbia, Missouri, providing convenient service to all time zones throughout North and South America. For clients around the world, 24/7 support is available.

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CGM offers two ways to reach our dedicated, in-house **CGM SCHUYLAB** technical support team.

### Phone

+1 (888) 724-8952 (US)

+1 (573) 499-1993 (International)

### Email

support@schuylerhouse.com

Tickets are assigned a unique reference number to streamline communication during and following the support process.

### Hours

Monday - Friday
9 a.m. to 8 p.m. ET

24/7 support is available.

Contact your Account Manager for details.

**Synchronizing Healthcare**

**CGM** CompuGroup Medical