



Software support

Why renew your annual technical services support?

Saves you time

- You get unlimited access to technical support via telephone, email or instant messenger. This means you and your IT department will have access to our expert technical support team to get answers and assistance for your routine technical support questions and needs.
- You get emergency support for critical problems. Our experts are committed to making sure your practice is always protected against network failures, viruses or any systems changes that may affect your ReDoc software. This means your business can be backed up and running quickly if the unthinkable happens.
- You get access to our Client Advocacy Specialist for Clinical Support. ReDoc's experienced therapists (Client Advocate) can assist you with clinical questions not covered by software support such as: "How do I...?" "Why if I...?" "Where do I find...?" or "Where do I put...?" questions.

Saves you money

- You get upgrade protection — no cost access to new releases and enhancements as they roll out. This means you always have the most up-to-date versions of the software you rely on everyday.
- ReDoc Software, its modules and interfaces are constantly evolving. As a client, you will receive upgrades to the ReDoc line of products as they are released, which will include new features requested by our customers.
- Access to following updates and upgrades as they are made available:
 - ✓ Coding Updates
 - ✓ IC9-Codes
 - ✓ Interventions
 - ✓ NCCI Edits

Is your Annual Technical Service Support current?

If not, you might be missing out on new capabilities and enhancements.