

Premium Upgrade Project Package

Introducing Orchard's Newest Advanced Support Option

At Orchard Software, it is our goal to have satisfied customers with Orchard systems that are running smoothly and helping laboratories achieve their goals. We offer several levels of support to allow you to choose the one that best fits your laboratory and organization. Each support level includes project assistance, such as help with software upgrades; however, the depth of Orchard involvement is dependent on the level you select.

Orchard's Premium Upgrade Project Package is included with Platinum support, but can be purchased with other support levels, if desired. A premium upgrade project package includes a detailed project plan, ongoing scheduled communication, and assignment of a dedicated Technical Support Specialist for follow-up the next business day.



PLATINUM-LEVEL SUPPORT OVERVIEW

- ✓ 24/7 global support
- ✓ Satisfaction survey with closed ticket
- ✓ Access to Orchard's internal website
- ✓ Faster initial response time
- ✓ Remote client training
- ✓ Monthly reports of tickets created
- ✓ 32 hours of remote professional services
- ✓ Response from Tier II or higher
- ✓ **Premium Upgrade Project Package**



PREMIUM UPGRADE PROJECT PACKAGE

- ✓ Detailed Project Plan
- ✓ Ongoing, Scheduled Communication
- ✓ Dedicated Support Specialist



Total Users=2540 Hrs

◆ Main Project ◆ Final Project

Need help with that LIS project you haven't found time to do?

Time is precious, and like many laboratories, you have an LIS project "wish list" that, in a perfect world, you would have already completed. Let our expert service team help you get those projects completed and ensure your system is doing all that it can to make your jobs easier and your contributions more effective.

PREMIUM UPGRADE PROJECT PACKAGE FEATURES



System upgrades or specialized projects are conducted on a test system for validation.



Upgrades and projects are scheduled by a Support Project Coordinator for convenience.



A detailed project plan is provided with specialized projects.



System upgrades include post-upgrade follow-up by a dedicated project technician.



Email notification is included at project start and every hour until completion.

With a premium upgrade project package, scheduled upgrades are assigned to a Support Project Coordinator to ensure the process runs smoothly. For other projects, a detailed project plan is shared to communicate the plan, and throughout the project, ongoing emails keep you informed of your project's status. After a project is finished, a technician follows up with you the next business day to ensure that all concerns have been addressed to your satisfaction.

**Nail down your LIS projects!
Call us today to upgrade your support to the next level.**

