



personalized services

Support Handbook

Welcome

Since the company's inception in 1990, IMPAC has focused on continually improving our support services to best meet our customer needs. We have recently converted to a centralized support model to address your concerns more efficiently. This centralized support model will ensure that we are providing the highest level of support to all of our customers. We have also developed new online support features, such as My IMPAC, to ensure that our customers have access to the most advanced technologies in support of PowerPath®, and we plan to expand these features to further improve your support experience. Our goal is to provide an unparalleled level of support in our industry and to constantly evaluate ways that we can continue to improve the service level we provide our customers. This handbook guides you through the many ways that IMPAC's global support organization is here to serve as your partner.

We believe that our commitment to this partnership truly sets us apart from other support organizations in the industry. Whether we are providing technical support, answering 'how-to' questions, performing software upgrades or assisting with report generation, our entire support staff is committed to providing excellent service and becoming a true extension of your organization.

As part of our continued commitment to improving and enhancing our support offering, we continually seek ways to improve our support services and encourage you to provide feedback and ideas by sending an email to pathsupport@impac.com.

From all of us at IMPAC, we want to thank you for your business and look forward to continuing to work with you.

Sincerely,

Debbie Balli
Director, Pathology Client Services
IMPAC Medical Systems

Welcome



Personalized Services

Beyond Standard Support

Advanced Education & Training

Keep pace with the latest technological and clinical advances
www.impac.com/pathtraining

SupportPlus™

Bring the power of IMPAC's training and support organization straight to your desktop
supportplus.impac.com

IMPAC Customer Support

www.impac.com
pathsupport@impac.com
Tel 1.888.467.2298

Multiple Support Options

Three tiers of support services to meet the needs of your department

Customers First

Providing customer-driven support with superior product depth and expertise

Online Support

Access SupportPlus for product related issues with email receipt confirmation

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Service Plans

IMPAC offers all customers the option of purchasing an annual Maintenance & Support contract. Customers with PowerPath® version 9.0 or later may choose from one of three levels of support: Tier I, Tier II and Tier III. Each is renewable annually, allowing you to select the plan that best meets the needs of your facility – from upgrades only to full-service, premium support. Fees for all service plans are based on the total license and implementation fees of your contract.

Customers with PowerPath software versions earlier than version 9.0 are only eligible for Tier I customer support.

Customers may also upgrade their Service Plan at any time by contacting their account manager and paying the pro-rated additional amount due for the remaining support period.

Service Plan Comparison

See Support Services for more information.

SUPPORT SERVICE	TIER I	TIER II	TIER III
UPGRADE LICENSE	✓	✓	✓
EFACTS SERVICE BULLETIN	✓	✓	✓
SERVICE ANNOUNCEMENTS	✓	✓	✓
TELEPHONE SUPPORT	✓	✓	✓
EMERGENCY / HOLIDAY PHONE SUPPORT	✓	✓	✓
EMAIL SUPPORT	✓	✓	✓
SUPPORTPLUS ACCESS	✓	✓	✓
MY IMPAC	✓	✓	✓
SOFTWARE UPDATES	✓	✓	✓
UPGRADE IMPLEMENTATION		✓	✓
USER CONFERENCE REGISTRATION (2 ATTENDEES)			✓
ONSITE UPGRADE TRAINING (3 DAYS)			✓

Support Services

Telephone Support

IMPAC provides phone support to all PowerPath customers with a valid support contract during regular business hours, Monday through Friday. Dedicated support coordinators answer all calls to the toll-free PowerPath® support number (888-467-2298) from 8:00 a.m. to 5:00 p.m. PST and route them to one of our many qualified support representatives. Customers who require phone support for morning hours on the east coast should contact support at (828-898-4948) from 8:00 a.m. to 11:00 a.m. EST. Customers in the Central Time Zone can call (831-634-0182) from 8:00 a.m. to 10:00 a.m. CST.

It is the responsibility of the IMPAC support coordinator to determine the nature of the call, forward it to a support specialist and record the call in our customer tracking system. In the event that a support resource is unavailable, logged support tickets will be queued by date time received and priority. A support resource will call back as soon as a resource is available. All customers with a valid service contract may also view a detailed list of their call history on the Internet (see [My IMPAC](#) for more details).

All customers receive After Hours Support for Critical Issues such as the inability to log into the system, enter results, access PowerPath or print patient reports. See the “Support Center” for more details.

Email Support

All PowerPath customers with a valid support contract may contact IMPAC with questions about the IMPAC anatomic pathology system at pathsupport@impac.com. Once we receive your email, we will distribute a confirmation and will either contact you by phone or email to follow-up, depending on the nature of the question. All email correspondence is tracked in our customer tracking system and monitored to ensure timely response.

SupportPlus

IMPAC also provides Internet-based support services that bring the full power of our support organization straight to your desktop. SupportPlus is IMPAC's dedicated customer support web



portal that features sections focusing on implementation, upgrades, service announcements, training opportunities, educational materials, technical documentation, troubleshooting tools, downloads and much more. Access to SupportPlus is restricted, requiring authorized users to register for a user name and password by visiting the IMPAC website at www.impac.com. There is no limit to the number of SupportPlus accounts per site providing an active support contract is in place.

My IMPAC

My IMPAC is a feature of SupportPlus that gives customers



direct access to their IMPAC account. This feature offers IMPAC customers an unmatched service advantage to log new support issues, actively monitor outstanding support issues, or view closed support tickets with PowerPath. With **My IMPAC**, customers can also easily access up-to-date information regarding installed products, staff records, and network profiles. By providing the flexibility to enter, edit, and review support data and their calls online, IMPAC is able to maintain a constant dialogue with your center to ensure account information is always up-to-date and service issues are effectively addressed and resolved. All customers on an active support contract are eligible to use **My IMPAC**.

Support for Third-Party Products

IMPAC's support contract does not include support for third-party products, such as computer hardware, printers, local and wide area networks (LANs and WANs) and software applications not developed by IMPAC.



Response Priority

IMPAC does not generally give priority for customers using one contact method over another, however, for “critical” issues, please contact us by phone 888-467-2298 and let the IMPAC representative know your issue is critical. Otherwise IMPAC Support handles all support issues in the order they are received.

An IMPAC support coordinator will provide a ticket number for all new ‘tickets’ (i.e. new issues to be documented and tracked). Your ticket number may be referenced to connect you with the appropriate staff in the event that your issue requires additional follow-up.

Emails sent to pathsupport@impac.com or tickets opened via **My IMPAC** are added to the call queue and time-stamped to ensure we respond within one business day of receipt; however, response times are usually much faster.

IMPAC also has a detailed escalation procedure to ensure that high priority tickets are handled in a timely and complete manner.

Service Communications

Our support organization is committed to proactively working with you to prevent problems, ensure efficient use of PowerPath, and to keep you informed about our new developments.

eFACTS Electronic Service Bulletin

eFACTS, IMPAC's bi-monthly electronic service bulletin, is the best way to stay up-to-date on service and event information

related to IMPAC and PowerPath. eFACTS notifies you of current and pending software upgrades, upcoming events and training opportunities, and important service announcements. Each issue also features a customer profile, a user tip, and other items of interest to IMPAC customers. Designed to be easy to review, eFACTS includes a list of highlights with hyperlinks to each section, as well as links to SupportPlus for more detailed information on each topic. All IMPAC customers on an active support contract are eligible to receive eFACTS.

To subscribe to the eFACTS distribution list, please visit the IMPAC website (<http://www.impac.com/register/efacts/>).



Service Announcements

In addition to our bi-monthly eFACTS support bulletin, we distribute periodic service announcements regarding critical support issues. All customers on an active support contract with a valid email account in our database receive service these announcements. Service announcements are also posted on the IMPAC website and SupportPlus.

To update contact information in the database, log into SupportPlus and visit My IMPAC to get direct access to your IMPAC account.

If you have problems with this service, email pathsupport@impac.com.

Software Upgrades

On average, IMPAC releases at least one major upgrade every year with new features, new optional modules and/or significant feature enhancements. Upgrades are managed by IMPAC upgrade specialists, working in collaboration with information services personnel at customer sites. Upgrade implementations are typically performed remotely, but are scheduled to ensure little or no downtime if possible. Information about upgrades is distributed via our bi-monthly service bulletin, eFACTS, and within the SupportPlus section of our website. All customers must contact their account manager to join the queue for upgrades.

Upgrade Implementation

To begin the upgrade process, customers will contact their account manager to determine what is required for the upgrade, including new optional module requirements, system configuration and third party component compatibility with the upgrade version of PowerPath, and to determine if additional software license and upgrade implementation fees apply. Your account manager will also work with you to schedule your upgrade with Client Services.

Software Upgrade Fees

Software upgrade fees fall into two categories, upgrade software license fees and upgrade implementation fees. Upgrade software license fees are covered for all IMPAC customers on an active maintenance and support contract, regardless of the level of their Service Plan. Customers who upgrade will receive the latest version of released software for the core system and any available updates to previously acquired optional modules that are compatible with the new release.

PowerPath upgrades also feature an implementation component. Customers on a Tier I Service Plan must pay implementation fees for each software upgrade. Upgrade implementation fees are included for all customers on a Tier II and Tier III Service Plan. Please refer to the Service Plan Comparison Chart on page 4 for more information regarding the services covered in our service plans.

Onsite Upgrade Training

Customers with Tier III support receive a three-day on-site upgrade training visit during their upgrade. This course is designed for Super Users and covers system administration and application training on the feature enhancements available through the upgrade. On-site Upgrade Training is also available a la carte for customers on Tier I and Tier II support contracts. Please note that the on-site training days must be consecutive. For more information or to obtain a quote, please contact your account manager.

Upgrade Frequency

Customers may upgrade once per 12 month interval and all previously purchased modules must be upgraded with the initial core system upgrade, provided an update is available for those modules. Upgrades are not scheduled in phases with gaps between the phases. Additional fees may be required if there is a break in the upgrade schedule. Some restrictions apply. See “Changing Tiers” for details.

Changing Support Tiers

Please note that a customer upgrading from Tier I to Tier II or Tier III will not be eligible to have the Implementation Fees covered unless their upgrade implementation starts at least 12 months after the Service Plan upgrade fees are received. Customers may still start an upgrade within that 12 month period, but they will have to pay the Tier I Implementation Fees.

An upgrade includes our standard implementation services:

IMPAC will perform the upgrade on a weekday during normal business hours. If the Customer desires a weekend or after hours conversion, an additional fee of \$5,750 will be charged. IMPAC will upgrade 10 Distribution Queues. Any additional queues will be billable at the rate of \$115 each. Pricing does not include upgrading custom crystal reports. IMPAC will upgrade custom crystal reports at the rate of \$650 per report. IMPAC will upgrade the existing Customer database. Any enhancements or modifications to the database will require an additional fee of \$200 per hour.

Please review IMPAC’s document “PowerPath Hardware and Third Party Requirements - Upgrade” for information on test hardware, disc space, hardware and third party software requirements. Third party software and hardware are not included with the upgrade.

Software Updates

In addition to major system upgrades, IMPAC occasionally issues minor updates or patches to provide maintenance or service releases. All customers on an active support contract are eligible for security patches via the Downloads section of SupportPlus. Specific instructions are included with each file.

Other Services

Annual User Conference

IMPAC holds an annual customer meeting for the Anatomic Pathology Product line. The event is held over three days and includes a combination of applications training, development updates, and customer sessions. Not only will you gain a broad understanding of how IMPAC can assist your pathology department; but you will also have the opportunity to converse with those who actually develop and service your system. In addition, you will be able to build valuable relationships with other users of the IMPAC system through this great networking opportunity. Customers with Tier III support receive two complimentary registrations to this event. If you have recently changed from a Tier I or Tier II Service Plan, IMPAC must receive payment for the Tier III plan at least thirty days prior to the start of the Annual Users Conference.

Educational Services

Once you have completed the implementation process and have been using the IMPAC anatomic pathology system for a period of time, you may need additional training on the PowerPath features and additional modules or more comprehensive training for individual staff members. IMPAC understands the need for in-depth system training beyond the services offered within the Implementation package, and offers opportunities designed for your entire department – from experienced users to those with little working knowledge of the IMPAC system. IMPAC offers onsite training on a variety of topics including Crystal Reports, QA Correlation, Distribution Queues, System Maintenance Training, Data Templates, and Super User Training. These training classes can also be performed remotely using WebEx. Occasionally courses are also offered at our support offices in Sunnyvale, California. Visit the Pathology Training Calendar for the complete course list and detailed registration information (www.impact.com/pathtraining).

Consultation Services

IMPAC offers a variety of consultative services designed to help you transform your IMPAC technology investment into an effective management solution to add more value to your pathology center. Our consulting services are organized into two areas: Applications Consulting and Custom Programming. A sample services is listed below.

Professional fees based on the time and expenses required to perform the services required, as well as the qualifications and experience of the professionals needed to conduct the engagement. The scope, assumptions, and terms of each engagement are agreed to prior to IMPAC undertaking any assignment.

System Optimization Visit

During a two-day on-site visit, a PowerPath consultant evaluates your laboratory and its work practices relative to PowerPath operation. By examining all critical areas of your process and recommending ways to improve your efficiency and productivity, the consultant enables you to take advantage of the most practical aspects of PowerPath.

Following the analysis, the consultant delivers a report outlining the current workflow, suggesting new workflows, recommending system configuration options and improvement opportunities (including hot keys) with an emphasis on raising efficiency and reducing costs.

A one-day on-site visit is then scheduled to discuss the report, and IMPAC assists in determining what to implement. Three (3) Days On-Site.

Crystal Reports On-Site Training

A PowerPath consultant trains your representative(s) to use Crystal Reports techniques and strategies to customize PowerPath standard reports to better meet your needs. The consultant also trains attendees to create entirely new reports using Microsoft SQL Server Views on your system. Attendees learn to manipulate and create custom stored procedures for more advanced reporting needs and to create entirely new reports with Microsoft SQL Server Views. This course includes table relationship training. Three (3) Days On-Site.

Reports in .pdf Format and .pdf File Rename Utility

This service provides the ability to configure a report delivery queue that creates .pdf (Adobe Acrobat) files instead of printed copies of reports. These files are stored on a specified hard disk. You can then copy the files to archive media, such as recordable CDs. You can transfer the files over a network (using ftp) or deliver them on archive media to appropriate facilities and clients. The file name of each .pdf file generated is the acc_report_id for the selected report.

You are responsible for purchasing and installing Adobe Acrobat with Distiller (Version 8) for the distribution server and configuring it to print to a specific Distiller device and hard disk location. You would then assign a staff member the responsibility of copying or moving files and cleaning/maintaining the directory. IMPAC will assist with the installation and training of how to accomplish this.

A .pdf file rename utility is provided that converts the file names. The rename parameters are used to change the unidentifiable filename to a meaningful name.



Customer Responsibilities

Perform Routine Backups

IMPAC strongly advises that you backup your database nightly. We recommend that, at a minimum, you perform incremental backups on weekdays and a full backup during the weekend. Ideally, you would run a full database backup every night. It is extremely important to verify the integrity of your backups on a regular basis (at least every three months) by restoring the database from backup and verifying the integrity of the data.

Register for eFACTS & SupportPlus

Because eFACTS is the primary communication tool to keep you informed of service announcements, users meetings, training events, regional symposium and upgrade status, it is critical that you register for this bulletin as soon as you join the IMPAC family. Make sure that your email system does not block incoming messages from IMPAC, and keep your records current by using the My IMPAC feature of SupportPlus. For your convenience, all past issues of eFACTS are archived on SupportPlus. To subscribe to the eFACTS distribution list, please visit the IMPAC website at www.impac.com/register/efacts. Subscribe for SupportPlus by visiting <http://supportplus.impac.com/csms/login.asp> or by clicking “SupportPlus Login” from any IMPAC webpage.

Keep Your Systems Current

IMPAC is always evolving its software to ensure that it is current with the most advanced technologies. Having an IMPAC service contract ensures that you will not be left behind. IMPAC will provide you with ample time and warning before ceasing support of legacy releases, as well as information about the latest versions and how you can receive an upgrade.

Keep Your Hardware Current

All upgrades will be restricted to customers whose hardware our current minimum system requirements. IMPAC’s Hardware System Requirements documents are available in the unrestricted section of the SupportPlus page on the IMPAC website. Because requirements often change, please be sure you have the latest requirements by accessing our website.

Keep Your Support Contract Current

All Maintenance and Support invoices are sent two months before payment is due. IMPAC reserves the right to refuse upgrades and support to customers who are delinquent in their Maintenance and Support payments.

Maintain Remote Accessibility

You must provide IMPAC with a means of remote access – with the appropriate security privileges – to the server and/or workstations on which your IMPAC software is installed. This remote connection is necessary for troubleshooting and performing remote upgrades and add-on installations.

In order of preference, IMPAC recommends establishing remote access via:

- Internet (VPN) and pcAnywhere
- WebEx Smart Tech session

Complete Customer Surveys

This service provides the ability to configure a report delivery queue. IMPAC is committed to continual quality improvement, and one of the easiest ways for us to understand how we can better serve you is to solicit your feedback. Whenever one of your calls is closed by one of our support specialists, our call tracking system automatically sends you an email survey (once you receive a survey, you will be excluded from receiving any further surveys for 30 days). We encourage you to complete the survey, as it will help us better understand your needs. If you do not want to receive any surveys simply send an email to pathsupport@impac.com notifying us of your preference.

Software Change Requests

We always encourage customer feedback and suggestions for future software releases. If you have any suggested improvements, please submit them via the “Product Suggestion” form in SupportPlus.

Support Center

Contact Information

Open Support Calls on the Internet using the **My IMPAC** feature of SupportPlus.

PHONE SUPPORT	
8:00AM – 5:00PM PST	888-467-2298
EARLY HOURS	828-898-4948 (8:00AM – 11:00AM EST)
CENTRAL HOURS	831-634-0182 (8:00AM – 10:00AM CST)
AFTER HOURS / HOLIDAYS	408-738-8945
ONLINE SUPPORT	WWW.IMPAC.COM/SUPPORTPLUS
EMAIL SUPPORT	PATHSUPPORT@IMPAC.COM
TRAINING CALENDAR	WWW.IMPAC.COM/PATHTRAINING

After Hours Support

IMPAC customers may also call the After Hours Support line during non-business hours for Critical Issues. Critical Issues are described as no user can log into the system, no user can enter results, no user can access PowerPath, or no user can print patient reports. The After Hours Support line is 408-738-8945.

Holiday Support

Emergency phone support is provided for Critical Issues on the After Hours Support line (408-738-8945) on IMPAC company holidays. It is important for customers to check the SupportPlus section of the IMPAC website for specific dates.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

Keep In Touch

Call us. Email us. Visit our website. Subscribe to eFACTS. Attend our User Conference. But above all use our products and continue to work with us and encourage us to provide both software and service excellence.

(888) GO-IMPAC

www.impac.com/pathology

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