

Customer Support Policy Statement



Scanlon Associates

123 Hoy Street, State College, PA 16801 (814) 238-5103

The purpose of the DrugPak Customer Support Plan is to keep our clients up to date with the latest software releases and to assist with irregular software operations in a competent, friendly, and timely manner. To accomplish these goals, we have created a support plan that allows telephone access to our support staff, automatic shipment of major program releases, and download access to interim software updates. Clients subscribe to the plan and pay in advance on an annual basis.

Because we are accessible and competent, we are often asked to provide assistance in areas that are beyond the scope of our software support plan. Such topics include extended/additional training, restoring backups, network system administration, and resolution to problems that are beyond our control or beyond the scope of our software operations. To accommodate these special requests, Scanlon Associates has a program in place—when we actually do have the expertise to resolve the problem—where the client can request in writing special services that are billed at an hourly rate.

To help everyone involved better understand which services fall under the support plan and which do not, the following examples are offered as guidelines. However, since these are only guidelines, every example of what services might possibly be requested cannot be covered. In every circumstance, the decision of Scanlon Associates as to how a specific activity is classified is final. Call with further questions to 800-321-7826 extension 220.

Services Covered by Support

Answering of specific questions regarding installation and operation of the software (**does not apply to retraining of personnel or training of new or temporary personnel**).

Answers to questions that take less than 10 minutes time regarding the design and/or construction of the software. Examples might include a request for advice on how to transfer the system from one computer to another or which files and directories are pertinent to making an effective system backup.

Answers to questions regarding DrugPak software security.

Answers to questions regarding importing or exporting of data to our software databases.

Supplying written documentation of the data structure to permit access to software databases.

Identification of problems caused by corrupted program files and program support files (does not include recovery of corrupted data and data files).

Automatic shipment of major program updates.
Download of interim program updates from our website.

Assistance with the modification of MRO Management import scripts, if applicable, in response to data format changes sent by a lab.

Client must be on most recent release of the software for the above items to apply.

Services Not Covered by Support

Repair or recovery of corrupted data.

Restoration of system or software backups.

Transfer of software and data to another system.

Restoration of system after another party (an employee or contractor) has manipulated the system to the point that it no longer functions properly.

Installation assistance with peripheral hardware such as printers, monitors, tape drives, scanners, etc.

Creation of a backup system to protect client's data.

Any type of network diagnostic or administrative function.

Custom programming for any purpose.

Training on or configuration of Windows operating system.

Any manipulation of client data for import, export, or to affect any type of change to the data.

Analyzing third party actions with regard to importing or exporting data if applicable.

Resolution of problems caused by installation of other software products.

Retraining of personnel or training of new personnel.

Support of any other software product aside from DrugPak (example: MS Excel or MS Word).

Leaders in Drug Testing Management Software Since 1988SM