



- **UNLIMITED** Software Installations
- **NO** Software License Fees
- **NO** Annual Support Fees
- **NO** Ticket Expiration

Leading Edge RIS/PACS solutions Without the High Price

Thinking about purchasing a new RIS or PACS solution? From acquisition costs to deployment services, and annual maintenance, implementing new medical software can be a high cost, risky venture.

ClearCanvas RIS/PACS products were built on the belief that Healthcare IT can be done differently, minimizing the risks and costs normally associated with new technology adoption. Consequently, **ClearCanvas products are available free of charge** through an open source model that provides organizations with the ability to reduce RIS/PACS deployment and maintenance costs as well as adapt and grow the technology to their own particular needs. The reliability of ClearCanvas products is evident in the fact that major academic centers around the world are already using ClearCanvas products in their environments.

Recognizing that some organizations require more assistance and support than a standard open source model can provide, **Oso Healthcare** has partnered with ClearCanvas to provide customers with industry leading professional and support services at affordable prices. Oso Healthcare's novel approach to software support not only saves customers thousands of dollars but also increases user satisfaction by providing customers with options like never before.

Reliable Technical Support Without the High Price



This approach to RIS/PACS support allows organizations to only pay for service when they truly need it. Support tickets can be purchased on an individual basis or at a discounted rate in bundles. Tickets can be carried over from year to year. Based on standard call volumes at most organizations, this amounts to annual price **saving of over 75%**, compared to traditional support pricing available from other vendors.

Coupled with ClearCanvas' powerful software solutions, this presents an entirely new model for medical imaging practices, where both large and small sites can easily afford to implement RIS, PACS and specialty clinical applications.

Technology should not pose a threat to your bottom line. We're changing the way you think about medical imaging software.

For more information or to connect with **OsoCare Remote** Technical Support, please call us at 1.800.531.6377 or visit: www.osohealthcare.com

To compliment ClearCanvas' accessible software model, Oso Healthcare is pleased to introduce a **new** approach to RIS/PACS Technical Service and Support: **OsoCare Remote**.

OsoCare Remote includes no upfront maintenance costs, no annual commitments and no hidden fees. Only reliable remote Service & Support from highly experienced medical imaging IT specialists.

OsoCare Remote packages are based on a **per ticket billing price** which means one support issue, one affordable charge. **That Simple !!!**

OsoCare Remote Features

- **Fast & Efficient Issue Resolution** from highly experienced IT support professionals
- **Business Hours Support (Monday-Friday 8am-5pm ET)***
- **Remote Access & Online Troubleshooting ****
- **Web portal, email, telephone**
- **Customer Knowledge Base, Support Forums**
- **Configuration & Support Services for all ClearCanvas solutions**



Providing you with **Peace of Mind**

Like all things in life, **experience counts** in Service & Support. Oso Healthcare's dedicated Support Team includes highly experienced Healthcare IT specialists, who have been involved with numerous RIS/PACS implementations at large hospital based environments, imaging centres, research departments, and physician practices around the world. In addition, Oso Healthcare's staff works closely with the ClearCanvas Team to ensure that any known issues are addressed in an expedited manner. Because of this, Oso Healthcare is highly qualified to help you troubleshoot whatever problems might arise at your particular site. Some of the common issues we've dealt with in the past include troubleshooting:

- Storage configuration issues
- Modality communication errors
- Image Routing issues
- Database Issues
- Installation Issues
- Third-Party software compatibility

Typical **OsoCare Remote Scenario**

The following scenario demonstrates a typical yearly support package and approximate costs associated with using **OsoCare Remote's** Pay-As-You-Go support model at a larger imaging center.

Environment:

- 3 PACS servers (ClearCanvas Image Server)
- 20 Diagnostic Workstations (ClearCanvas Workstation)
- 30 Review Workstations (ClearCanvas Workstation)
- 80 users (Clinical and IT staff)

Technical Support Engagements:

- 1 issue/week for ClearCanvas Workstation
- 2 issues/month for ClearCanvas Image Server

Recommended Support

Based on an average number of technical support issues, Oso Healthcare would recommend a typical customer package including:

- ClearCanvas Workstation 50 Support Ticket Pack at **\$6,250** (\$125/ticket)
- ClearCanvas Image Server 25 Support Ticket Pack at **\$5,250** (\$210/ticket)

Total Cost

While most RIS/PACS service packages cost over \$100,000 per year, Oso Healthcare's support offerings amount to as little as **\$11,500**.

Thus, clinical sites leveraging ClearCanvas products can have high-quality comprehensive technical support for a fraction of the cost of traditional vendor models.

OsoCare Remote Pricing

Package	ClearCanvas Workstation	ClearCanvas Image Server
1 Ticket	\$150	\$240
5 Tickets	\$675 (\$135/ticket)	\$1,150 (\$230/ticket)
25 Tickets	\$3,125 (\$125/ticket)	\$5,250 (\$210/ticket)
More than 25 Tickets	Contact for Pricing	Contact for Pricing

OsoCare Remote is the ultimate solution for organizations and individual users requiring comprehensive, professional and real-time support services. Contact us today to learn more about Oso Healthcare's Training, Implementation and other Professional Services.

For more information or to order an **OsoCare Remote Technical Support Package** Please visit:
www.osohealthcare.com



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Open Source • Patient Centric • Service Excellence

Open
Source

Patient
Centric

Service
Excellence

* Excludes standard Canadian holidays

**PC/Server must have Internet connection