



About Oso Healthcare

Oso Healthcare is an independent, professional healthcare IT services organization as well as the *Premier Support Partner* for ClearCanvas open source RIS/PACS products and its base of 7,000 users who work in hospitals, clinics, imaging centers, physician practices, research facilities and healthcare businesses worldwide.

Oso Healthcare provides **OsoConsult** software implementation, customization, project management; workflow, operations and IT analysis services; and **OsoCare** technical support services. Oso Healthcare is committed to a patient centric approach, industry best practice service standards and flexible, affordable support options. This approach helps customers reduce RIS/PACS deployment and maintenance costs and complexity and increase user satisfaction through open environment software and quality service delivery.

Oso Healthcare provides cost-effective, remote technical support service packages for ClearCanvas users to utilize as little or as much as possible. This customer centric approach is different than most healthcare IT vendors that lock their customers into the same expensive annual support contract regardless of their actual support needs over time. While ClearCanvas focuses its effort on developing powerful open healthcare software products, Oso Healthcare provides the professional services and support to help customers experience all the benefits of the software.

OsoCare Remote Online Technical Support

OsoCare Remote online technical support for ClearCanvas products has been created to provide the customer more value compared to traditional service contract models. With **OsoCare Remote**, the customer does not pay on a per software license or installation seat, but rather on a **per support ticket basis (Pay-As-You-Go)**. This means that you can have hundreds of ClearCanvas software installations at your organization, and you pay for support only when you engage **OsoCare Remote**. This means no more annual support fees for software installs that never require support. **You pay for support only when you need support and for an unlimited number of software installs with tickets that never expire.**

Example OsoCare Remote Scenario

The following scenario demonstrates the typical support package and approximate costs associated with utilizing **OsoCare Remote's** Pay-As-You-Go support model in a medical imaging environment that leverages ClearCanvas products.

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

Operational Timeframe

- 1 year of operations

Recommended Support

Based on the annual technical support engagements, Oso Healthcare recommends that the customer purchases:

- ClearCanvas Workstation 50 Support Ticket Pack at **\$5,750** (\$115/ticket)
- ClearCanvas Image Server 25 Support Ticket Pack at **\$5,250** (\$210/ticket)

Total Cost

For only **\$11,000**, a clinical site that leverages ClearCanvas products can have high-quality comprehensive technical support for a fraction of the cost compared to traditional vendor support models.

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

| Support Ticket Standard Features | |
|---|--|
| Support Coverage * | Monday-Friday (8am-5pm EST) |
| Customer Access | Customer Ticket Web Portal Email Phone |
| Realtime Web Remote Assistance ** (where applicable) | Included |
| Customer Knowledge Base | Included |
| Customer Support Forum | Included |

| Optional Features | Description | Price |
|--|---|--------------------------------------|
| Permanent Server VPN Access ** | Allows Oso Healthcare to have a dedicated real-time connection to your ClearCanvas Image Server deployment. This allows OsoCare Remote technicians to have instant access to your system any time (without the need of having a local support resource present to initiate a remote support connection) and therefore improves and expedites issue resolution. | \$250/server (renewable annually) |
| ClearCanvas Workstation eLearning Module | Provides the user with a 24x7x365 online tutorial on how to use the various features of ClearCanvas Workstation. The module provides screenshots and commentary using real world scenarios and the menu feature allows a user to easily skip to specific content. Great tool for introducing new users to ClearCanvas Workstation or for providing a refresher to existing users. | \$500 (12 month subscription) |

PRICING

| Package | ClearCanvas Workstation | ClearCanvas Image Server |
|----------------------|-------------------------|--------------------------|
| 1 Ticket | \$150 | \$240 |
| 5 Tickets | \$675 (\$135/ticket) | \$1,150 (\$230/ticket) |
| 10 Tickets | \$1,300 (\$130/ticket) | \$2,200 (\$220/ticket) |
| 25 Tickets | \$3,125 (\$125/ticket) | \$5,250 (\$210/ticket) |
| 50 Tickets | \$5,750 (\$115/ticket) | \$10,000 (\$200/ticket) |
| More than 50 Tickets | Contact for pricing | Contact for Pricing |

CONCLUSION

OsoCare Remote is the ultimate solution for organizations and users requiring comprehensive, professional and real-time support services for ClearCanvas products. Oso Healthcare has leveraged its vast experience in healthcare IT support, comprehensive understanding of ClearCanvas products and close relationship with the ClearCanvas development team to ensure ClearCanvas users experience a high level of online, remote technical support quality.

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



Open Source • Patient Centric • Service Excellence

Oso Healthcare Inc.
171 East Liberty Street
Suite 272
Toronto, Ontario
M6K 3P6
CANADA
Tel: 1-800-531-6377
Fax: 1-416-800-9557
Email: info@osohealthcare.com

Open
Source

Patient
Centric

Service
Excellence

*Excludes standard Canadian holidays

**PC/Server must have Internet connection