

Support

Medirex Systems recognizes that clients depend on our software to run their businesses. Medirex's support is staffed by specialized teams of Technical Support Professionals that have the product and service expertise needed to troubleshoot software operations, identify and resolve problems, and facilitate product upgrades.

Given the nature of the healthcare business, some organizations operate 24 hours a day, thus requiring 24-hour support. Medirex provides 24/7 support for our products within 30 minutes of calls. Our support costs are in direct relationship to the products purchased.

	Support
Hours of Operation - telephone support	8:30am to 5:00pm EST
24x7 Support - ½ hr. response time	Yes
Client Support Services on-site by a Project Specialist	Optional*
Annual Fee	20% of Software License

*Client is responsible for all travel & living expenses for on-site support by Project Specialist.

Support numbers:

In North America, please dial 1-800-387-9848

- Dial our Support Department at ext. 111
- after hours or in an emergency, press "1" on the Main Menu for "Technical Emergency"

or:

send an e-mail to techsupport@medirexsys.com

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