



MSC MAINTENANCE & LOGISTICS:

Programs That Will Keep Your Investment Operational and Fresh

 **FORGED FROM EXPERIENCE,**
yet designed to make event execution carefree

By purchasing a simulation platform, you have taken your training and product demonstration abilities to an entirely different level, enabling you to bring a rich and immersive experience to your physician's doorstep. But how do you keep this technological edge maintained, operational, and up to date through the next several years? How will you also optimize each event to execute with precision, providing the highest level of logistical success?

Let MSC use our simulation expertise to manage and maintain your fleet through our best-in-class maintenance and logistics programs.

 **EXTENDED WARRANTY PROGRAM**
Keeping your Fleet Operational

Simulation is the game changer for delivering key messaging to your most valuable customers, but even the most finely tuned instruments need to be maintained. Beyond providing continued coverage for damaged equipment, MSC will perform preventative maintenance, cleaning and calibration twice a year to keep your simulators operational. MSC will also restock damaged MSC stock wires and catheters at no additional cost – ensuring your team has all of the best tools available. The MSC Extended Warranty Program ensures that your fleet continues to perform at peak capacity.

 **SOFTWARE MAINTENANCE PROGRAM:**
Maintaining your Cutting-Edge Advantage

You have made a wise decision to invest in a simulation platform that can provide realistic hands-on experience to your clientele, but why allow that investment to become obsolete?

MSC is actively enhancing its software and hardware solutions to push the bleeding edge of technology – this program ensures that you will continue to be at the forefront of our most amazing enhancements. With the Software Maintenance Program, you stay current as we move to the next generation hardware platform. Want more? Members of this program also get private access to selected BETA programs and service offerings that promise to revolutionize the simulation world.

 **SIMDEPOT PROGRAM:**
Simplifying Logistics across the Globe

Your fleet of simulators provides an edge over your competition, let MSC manage the cumbersome burden to coordinate the logistical movement of your simulators, planning for on-time arrivals, and navigating the treacherous waters of overseas shipment.

Let our SimDepot program manage all the details for you. Our white glove service will clean and calibrate your units, restock and replace damaged equipment, and coordinate for on-time arrivals of your most valuable training instruments. Our expert team can also provide assistance with Carnet, VAT, and freight forwarding to simplify your logistic experience.

WANT COMPLETE PEACE OF MIND?

MSC provides pricing discounts to customers who wish for full coverage. Let our team maintain your units, update your software regularly, and manage the movement of your fleet. We have been supporting global simulation updates and maintenance for almost twenty years – let our team of experts maximize the success of your simulation program for years to come. A list of the service offerings available from MSC is provided below.

PROGRAM COVERED ITEMS	Software Maintenance Program	SimDepot Program	Extended Warranty Program	Extended Warranty Plus Program
Includes all maintenance for covered annual period			X	X
Biannual cleaning and calibration			X	X
Replacement of consumed non-customized wire and catheters			X	X
Repair for damaged caused by normal wear and tear			X	X
Covered for catastrophic loss of the unit from transport			X	X
Clinical verification of unit every time it leaves the office			X	X
Shipping included for domestic 2-day delivery			X	X
On-call hardware support calls included during normal business hours			X	X
Software Updates				
System OS updates and upgrades included	X			
Courseware kept up to date with latest software enhancements	X			
Ability to update marketing PDF, video, and simulation text updates on the Compass™ platform	X			
Assures courseware will function on future Compass™ platforms	X			
Direct download of new courseware via ethernet connection	X			
Access to BETA software programs at the discretion of MSC	X			
On-call software support calls during normal business hours	X			
Logistics				
Simple scheduling - call or e-mail the event dates		X		X
Logistical movement for domestic and global transport		X		X
Additional support for Carnet, VAT and Freight Forward available		X		X
Cleaning and calibration performed before every shipment		X		X
Full inventory including restock and replacement of damaged equipment		X		X
Shipping and equipment replacement covered by client		X		X



For additional information or to take advantage of these amazing services, contact MSC today at www.medsimulation.com or call us at **1.888.889.5882**