

Technical Services

Our Customer Service offerings

are designed to enable customers to realize the maximum return on their dental technology investment by providing the services of an Application Engineer experienced in the use of the dental hardware and software solutions provided by us.

We offer a wide variety of programs consisting of on-site and off-site support from our experienced Application Engineers and classroom instruction at our state-of-the-art facility.

Each program is designed to get you up to speed as quickly as possible, maximize the user's knowledge of the software you have purchased and provide the fastest possible return on your investment.

Our Application Engineers take a personal interest in your organizations success and are motivated to provide the highest level of service.

FULL SERVICE SUPPORT

This program is designed for customers who wish to maximize their design and manufacturing efficiency in the shortest possible time-frame and assure they continue to operate at the highest level of productivity throughout the year.

Under this program, an individual Application Engineer is assigned to you and is responsible for your success. A minimum of 150 hours will be devoted to the support effort including time spent both on-site and off-site.

IMPLEMENTATION PLAN

Each year your assigned Application Engineer will work with you to develop an implementation plan designed to help you achieve your own objectives.

This implementation plan helps keep your company focused on your primary goals and objectives which can easily be forgotten in the chaos of day-to-day operations.

CONTINUITY IN SERVICE

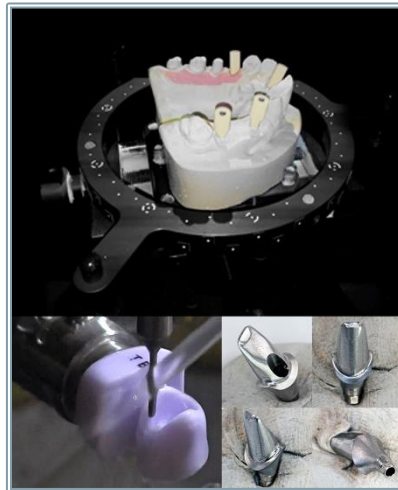
An Application Engineer is assigned to you to provide continuity in service. A single point of contact assures that you are working with an individual that is familiar with key components of your organization, including:

- Methods of operation
- Employee skills, personalities and job functions
- Company philosophy and objectives
- Software & machining application

SCHEDULED VISITS

Just as a regularly scheduled maintenance program is vital to maximizing machine tool utilization, Full Service Application Engineering Support maximizes the effectiveness of your CAD/CAM solutions.

With pre-scheduled on-site visits, your personnel will have the opportunity to prepare questions relative to issues that have developed since your Application Engineers last visit.



With our help you can tackle even the most complex design and machining tasks.

This assures the most effective use of both your personnel and your Application Engineers time and efforts.

Pre-scheduled visits will also enable your Application Engineer to adequately address issues or projects relative to his last visit or your changing needs.

SERVICES PROVIDED

Full Service Application Engineering Support will address a variety of issues to assure you success. These issues are defined by you and your Application Engineer and are unique to each individual account.

The support functions typically provided include:

- Developing new machining templates or optimizing machine performance.
- Assuring current software is operational and used to its fullest capabilities.

- Reviewing new software features and their application.
- Revealing application software short cuts and advanced features.
- Streamline workflow and optimize manufacturing processes.
- Solving day-to-day operational problems.
- Identifying new areas of application and time savings in your company.

PART OF A PROGRAM

Your assigned Application Engineer knows your objectives, problems and personnel and will work with other Axsys Dental Solutions Application Engineers to provide on-site, off-site and telephone support in areas where additional help or expertise is required.

Full Service Application Engineering Support is designed to work in conjunction with our formal training programs as part of a complete program designed to provide the highest quality service and make sure your investment in technology is a sound and profitable one.

BASIC FAST START SUCCESS

This program is designed for our customers whose application and needs do not require a full year of support services.

This program provides the same features and benefits of our Full Service Application Engineering Support Program over a three month period of time.

During this (3) month timeframe a minimum of 30 hours will be devoted to the support effort including time spent both on-site and off-site.

CUSTOMIZED PROGRAMS

If our standard Customer Service Programs do not fit your needs, we can design a Customized Service Program for you that will.

Customized Service Programs can be designed to include any combination of on-site support, off-site support, classroom training and on-site training that is necessary to accomplish your objectives.

The number of days of support or training and the duration of the support program is determined by your needs and budget.

Contact us today for more information on our Technical Educational Services or any of our wide range of dental hardware, software or service products.

