

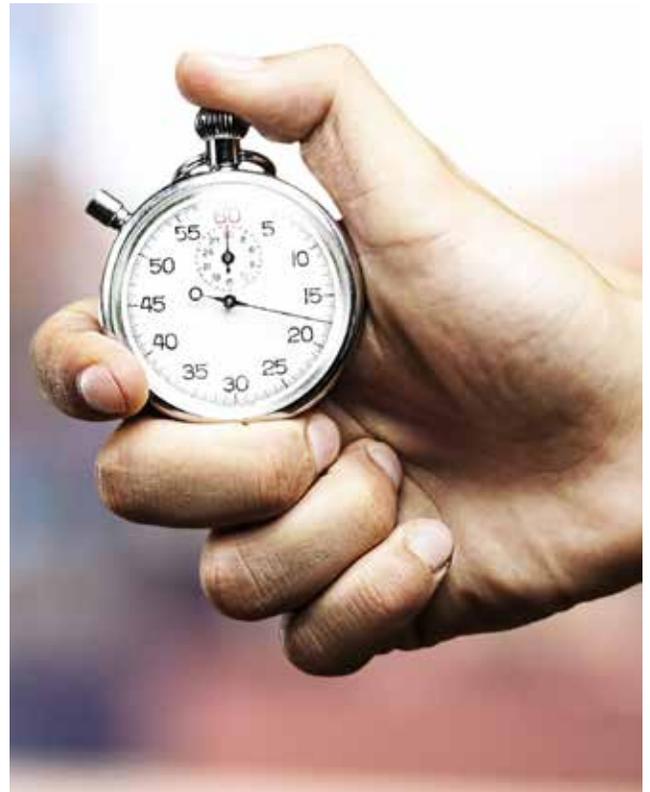
## How can we help?

**Do you need to complete a new installation? Troubleshoot a problem with one of your systems? Does someone on your team require training? Let us assist you!**

Next Wave has decades of combined technical experience, with specialists equipped to handle both minor and major IT challenges. We provide the expertise you need to use your office technology effectively and to stay up and running.

We offer a menu of professional services that covers basic installation and configuration, workflow design, IT discovery, remote installations, enterprise voice and speech integration, staff training, and more. Our goal is for you to have the best possible experience, and to deliver an immediate return on your technology investment. As a member of Next Wave, you'll have the very best professional services available to you, allowing you to devote more time to helping clients and treating patients.

As voice processing, enterprise management, and speech recognition advance with the rest of technology, we work tirelessly to stay abreast of these changes. As industry leaders, we're proud to offer solutions that continue to evolve, serving the needs of healthcare, legal, corporate, and government professionals.



## The use of thin-client technology in application deployment has progressed considerably since the early days of Citrix and Terminal Services.

Citrix and Terminal Services meet the needs of application deployment for remote connectivity, mobility, business continuity, server consolidation, and efficient access to data over low-bandwidth. Integrating Nuance Healthcare voice processing solutions into these environments demands an experienced team of talented technicians.

Next Wave members have access to a diverse menu of technical services designed to tackle any IT challenge.

## Assist Me

Assist Me services provide you with one hour of remote installation, training, or configuration.

**\$129 per hour**



Assist Me services were created to address our clients' increasing need for smaller increments of highly-customizable technical assistance and training.

The goal can be simple: we can help you capture your voice and securely send it to a predetermined destination. But, add in workflow automation and speech recognition, and now you're able to produce documents more efficiently, having them transcribed and delivered automatically.

We support a diverse product portfolio of microphones, recorders, transcription equipment, standalone and enterprise software, and robust speech recognition. We can provide a solution for you.

Proper installation, configuration, and usage are key factors for ensuring your speech hardware and software operates effectively. When you are able to make your technology do exactly what you need it to—in exactly the way you need it to—you will see the productivity and convenience gains you were counting on. Your investment will pay dividends.

Assist Me gives you the one-on-one attention you deserve. Want a walkthrough of the installation process and a brief product overview? Or, know how to get started, but not familiar with some of the major features? Run into an issue you can't figure out? No problem. This hour is all about you.

We want to make sure that you get the most out of your speech solution. If that means installation, training, customization, or troubleshooting, we'll take care of it—one hour at a time.

Visit [www.Next-Wave-Solutions.com](http://www.Next-Wave-Solutions.com) to learn more.



## Support, Configuration, Installation, & Training

# We can help you accomplish your goals.

We offer both basic and advanced technical services, as well as user and admin training, enabling you to do everything you need to. Our tiered support packages allow you to spend more time finishing tasks and helping clients and patients—and less time trying to make your technology work properly. Do you want to reduce the number of hours it takes to create documentation? Do you wish you could empower your team to accomplish goals they previously hadn't had the bandwidth or knowledge to perform? Our team of technical experts is ready to assist you.

Please note: All of the plans below include 1 year of knowledgebase access.

### Assist Me 1-hour of personalized remote assistance

Think of this option as simply a one-session, one-hour block of time for anything you need. That means that we can apportion the time as you desire. Assist Me is perfect for simple installations paired with a short training, or advanced configuration of an installed solution.

**\$129.00/hour**

### Support Me 1-year of tech support

Do you know what to do if an error message pops up while you're transcribing a recording? If your dictations no longer download to your computer? Don't get wrapped up in hours of troubleshooting. Instead, sign up for a full year of dictation, transcription, and speech recognition support. Since our technicians handle these types of issues regularly, we can resolve them efficiently and get you back up and running. Technical problems don't have to be big obstacles. With Support Me, you get access to a year of professional support—via email, chat, or phone—to address any errors, failures, or other breakdowns.

**\$199.00**

### Tier 1 1-hour of personalized remote assistance with 1-year of tech support

This level of support gives you all of the benefits of Support Me, plus one hour of personalized training, installation, and customization via remote desktop streaming software. Enjoy one year of technical assistance, by phone or via remote session, for any errors or issues that arise. You also have access to live chat support and our ticketing service. Creating a ticket is excellent for getting answers to questions that can't be found in the knowledgebase, or that arise after normal business hours. Tickets receive a response within 24 hours of inquiry.

**\$250.00**

### Tier 2 4-hours of personalized remote assistance with 1-year of tech support

This level of support gives you all the benefits of Support Me, plus four hours of personalized training, installation, and customization via remote desktop streaming software. You can set appointments with us when it's convenient for you, and we'll keep track of how much time you have left. We'll also subdivide the four hours, which is an advantage over buying multiple Assist Me packages. You can get your software and hardware installed and configured, learn all the ins and outs, and then get customizations that fit your needs exactly!

**\$599.00**

### Tier 3 8-hours of personalized remote assistance with 1-year of tech support

This level of support includes everything found in our Tier Two package, plus four more hours of installation, training, and customization—for a total of eight hours. These extra four hours are usually required for advanced services such as: custom command development, enterprise workflow configuration, server installation, client deployment, and virtual environment integration.

**\$1099.00**

### Tier 4 8-hours of personalized remote + on-site assistance with 1-year of tech support

Tier Four is the highest and most comprehensive level of support offered by Next Wave. It includes all the benefits of Tier Three, with the added benefit of per-diem on-site assistance. This service package includes: 8 hours per-diem on-site installation, configuration, customization, and training for you and all of your support staff, as well as 8-hours total of personalized remote assistance. This is the red carpet of service packages, for those of you who have big goals and want excellent, hands-on service.

#### Call for Pricing

If you have purchased a maintenance agreement and would like to upgrade to a higher tier, you will be credited for your original purchase.

To learn more about how Next Wave can help you increase your productivity, improve your workflows, and take full advantage of voice technology, contact us at: 888-656-6141 • 516-541-3616, or visit [www.Next-Wave-Solutions.com](http://www.Next-Wave-Solutions.com)