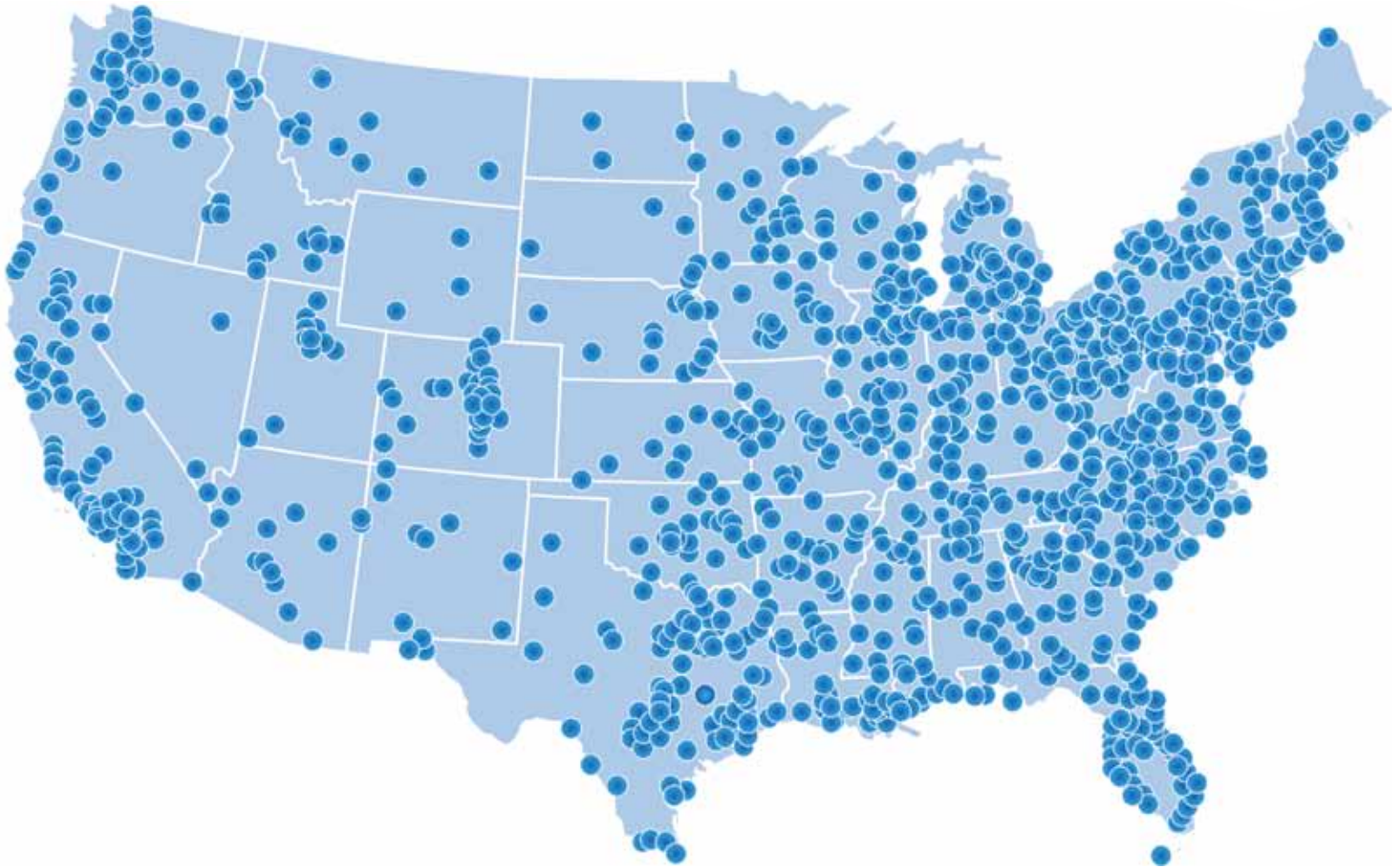


Service Coverage Map



“Technology service from AmerisourceBergen is very responsive and their onsite repair people are awesome.”

– Vicky Delacruz
Director of Operations
Lincourt Pharmacy (Clearwater, FL)

“When I’ve needed it, technology support has been very good.”

– Jonathan Shaatal, R.PH, MS,
Director of Pharmacy
Four Seasons Nursing and
Rehabilitation Center (Brooklyn, NY)

“[You] have really impressed me with customer service and [your] attitude toward helping us to get it right. Something, unfortunately, we do not see much of this day and time, and I truly appreciate it.”

– Rick Sain, *Pharm. D.*
Reeves Sain Family of Medical Services
(Murfreesboro, TN)

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AmerisourceBergen®


DIEBOLD
INNOVATION DELIVERED®

Technology Service Coverage Options



Service: An Integral Component of Your AmerisourceBergen® Technology Solution


AmerisourceBergen®

Technology Service Coverage Options

Which coverage is best for your business?

Basic Service Coverage

For fulfillment operations Monday through Friday, 8:00 a.m. to 5:00 p.m. (local time).

Preferred Service Coverage

For expanded fulfillment operations seven days a week, including evening hours on some or all days, weekends and holidays.

Premium Service Coverage

For fulfillment operations of the largest scope: 24 hours a day, weekends, and holidays.

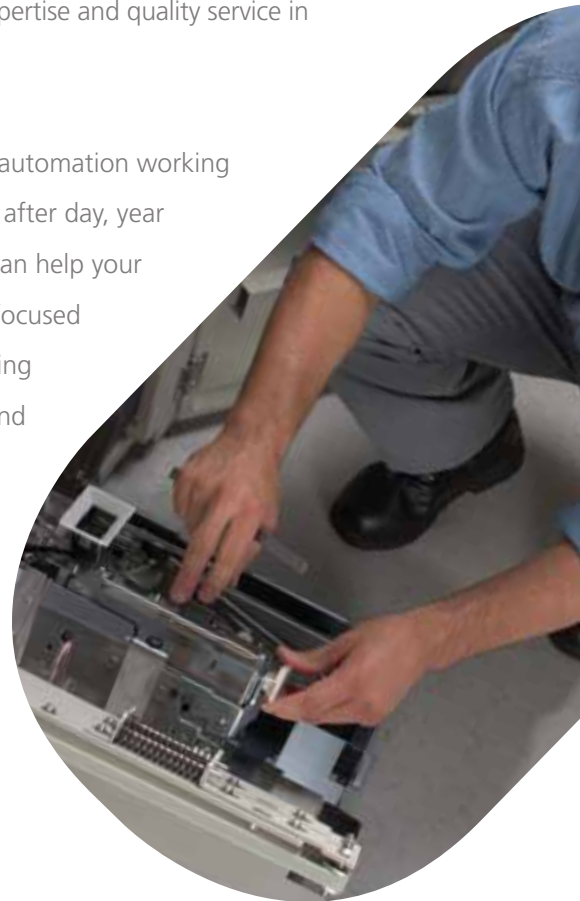
Let AmerisourceBergen® Protect Your Investment – and Your Business

To ensure that your mission-critical AmerisourceBergen technology keeps running strong, take advantage of Premium, Preferred, or Basic service coverage options from AmerisourceBergen.

Service coverage protects the long-term performance and productivity of your technology investment and your operations, making a plan an essential component of your AmerisourceBergen automation. Coverage options are available for all AmerisourceBergen automated dispensing cabinets, packaging, and vial-filling solutions.

To optimize this critical technology component, we've partnered with nationally-recognized provider Diebold® to offer the most comprehensive network of expertise and quality service in the industry.

Together, we help keep your automation working efficiently and effectively day after day, year after year. What's more, we can help your pharmacy professionals stay focused on what they do best: providing excellent care to customers and patients. That's why service is an essential component of your AmerisourceBergen equipment and one that no system should be without.



Warranty

All technology solutions from AmerisourceBergen are automatically provided one year of Basic warranty coverage. However, your warranty is automatically upgraded at no additional cost when you sign up for our enhanced Preferred or Premium service agreement coverage options.

Around-the-Clock Support

At the AmerisourceBergen Client Support Center, trained professionals are ready to respond to your requests 24 hours a day, 365 days a year.

The majority of all customer issues are resolved over the phone. When necessary, support requests are dispatched promptly to one of more than 800 AmerisourceBergen-trained field service technicians (FSTs), who provide timely onsite service. Our FSTs are trained in a state-of-the-art facility by AmerisourceBergen-authorized instructors and equipped with an inventory of frequently-used parts. And, they are backed by a team of AmerisourceBergen product specialists in the event they need help resolving a complex issue.

Remote Software Support

For optimal efficiency, most software support is managed via telephone and remote connections directly to your system. Remote connectivity allows AmerisourceBergen to efficiently gather troubleshooting information, and to assist you with product operation and software changes.

Maximizing Uptime For Your Automation

Scheduled hardware maintenance, also known as Preventive Maintenance (PM), are scheduled visits that include thorough inspection, cleaning, adjustment, lubrication, and, sometimes, parts replacement. Ensuring product reliability and maximum uptime, two PMs per year are provided on most vial-filling and packaging products during the initial warranty period. Adding PMs to the warranty and service contract is highly recommended for customers operating their pharmacy automation in excess of eight hours per day. Our field service management team can work with you to review your daily, weekly, and monthly automation usage and recommend additional PM visits for optimal operational performance of your system.

Coast-to-Coast Coverage

Wherever you're located, AmerisourceBergen and Diebold have you covered. Our combined service team consists of more than 3,800 technicians throughout North America. That's your assurance of prompt, professional service anywhere, any time.





Satisfied Customers

To enhance the satisfaction of our customers, we conduct random telephone and Web-based surveys to provide you with the highest level of service. We measure your satisfaction from our response time to the quality of the work performed to recommended service enhancements. We are proud that AmerisourceBergen's call center has earned an overall customer satisfaction rating of 95%. And, when asked whether they would recommend AmerisourceBergen service to their peers, 99.6% of customers said "yes."

Time and Materials Service

Our goal is to service all of our valued customers with the highest level of responsiveness and resolution. Customers who do not choose a coverage plan will still have access to our service assets, however, this can affect the priority of requests, additional fees may be incurred, and these customers will not be able to take advantage of two preventative maintenance visits a year anywhere, any time.



"We've had a very good experience with AmerisourceBergen's service and support on the equipment and software. We can dial them at any time; they can dial right into our system, look at what may be going on, and rectify it most of the time on the spot. If they need to send someone out, they can have someone onsite within a matter of a few hours and have those issues resolved as well."

—Kevin C. Borchert, Pharm.D.
Pharmacy Informatics Coordinator
Residency Program Director
Nebraska Methodist Hospital

We're Committed To Your Satisfaction

We want you to be 100% satisfied with your automation-and your service.

AmerisourceBergen is committed to working with you to rectify any and all issues which prevent our automation or service from attaining the high level of excellence for which we are known. We have a proven track record with our customers for providing exemplary customer service and for our success in achieving an outstanding level of satisfaction in problem resolution.

Insist on the best

For full details on how AmerisourceBergen can help protect your pharmacy automation investment while keeping your operations running smoothly, please call 877-892-1254, e-mail solutions@amerisourcebergen.com, or visit www.AmerisourceBergenDrug.com/technology.