



HearForm10

Office Management Software

Support and Training



HearForm Software Support and Training Policies

The price of HearForm 10 includes 90 days of free technical support. After the 3 month support has expired, support may be purchased on an “as needed” basis. A monthly support plan is not mandatory, but support minutes are required to receive support or training beyond the initial free support period.

The **\$80.00** support fee covers eight 15 minute segments (2 Hours.) Support minutes do not expire until used. We round off minutes used to the advantage of the customer. (See the bottom of this document for a *comparison* of HearForm’s support policy and our competitor’s.)

Support is provided to our customers through three primary methods.

1. We provide Web-Based Remote Support without Pre-Installed Software for PCs and Macs. Simply enter a unique connection code on the webpage www.logmein123.com.

There is also a support button contained on the HearForm overview screen to provide faster access.



2. We provide a 246 Page PDF user manual complete with many images and an index.

www.hearform8.com/downloads/hearform8_user_manual.pdf

3. We provide a Computer based DVD that contains 68 training videos

Videos can be downloaded from this link... <http://www.hearform8.com/videos/>

Support includes training of staff members on HearForm related systems. We do not provide support for networking computers (beyond helping customers to access the Host computer on an already prepared network.)

HearForm strongly suggests that our customers implement a **sufficient back-up routine** to guard against accidental loss of critical data files.

Support Comparison

We believe that HearForm Software offers the best value in support pricing. HearForm does not require a mandatory monthly support fee, but rather charges for support on an “as needed” basis. As mentioned at the top of this letter, our support plan is **\$80.00** and covers eight 15 minute segments (2 Hours.) Support minutes do not expire until used. We round off minutes used to the advantage of the customer.

Most HearForm customers have learned HearForm well within our free 90 day support period. After that most of our customers spend no more than \$80.00 per year. In many cases the initial \$80.00 support purchase may last many years.

Here's how our competition prices their support.

TIMS Software (Computers Unlimited) <http://www.timssoftware.com/audiology.aspx>

A quarterly fee of \$150.00 per office location is required to use TIMS software. If you do not pay the mandatory fee, your TIMS software is disconnected and no longer available to you.

If you have a main and branch office, that means you must pay an extra \$600.00 per year (\$1,200.00 for both offices) regardless of whether you ever call for support.

After 5 years, you will have paid \$3,000.00 per office and must keep paying every quarter to continue using TIMS.

Sycle.net <http://sycle.net/pricing.php>

Sycle.net bundles their support fee within their \$199.00 monthly fee. Sycle.net users do not own the software, but rather rent the software for a monthly or yearly fee.

At \$199.00 per month, after 5 years, you will have paid \$11,940.00 per office and must keep paying every month to continue using Sycle.net.

While Sycle.net does offer a discount for locking you into a one or two year contract (<http://sycle.net/pricing.php>) you still pay a significant rental fee per office and are locked into that one or two year contract. To continue using Sycle.net, you must renew your lease after that contract expires.

Starkey ProHear and **Siemens Navigator** comparisons are not applicable, as both companies have decided to withdraw from the practice management software field.

We hope you'll agree that HearForm represents the most affordable support in the industry. Further, our support is provided by hearing healthcare professionals, as opposed to standard tech support employees. As audiologists and dispensers, we have likely walked in your shoes and can relate to your specific needs in the office.

Thank you for your time.

The Team @ HearForm Software, LLC

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