

Technology Innovation Program

Trusted partnership. Premier performance.

With iCAD's Technology Innovation Program (TIP), ProFound AI customers will remain on the cutting-edge of our unparalleled technology. ProFound AI continues to expand its knowledge through ongoing data gathering and AI software updates. Stay current with your AI offering with TIP.

iCAD is committed to ensuring our customers receive valuable software upgrades. These upgrades are a result of our continuing evolution driven by our expansive and ever-growing quality and quantity of data.

iCAD supports and strengthens your ability to provide clinical excellence by offering premium customer service through our highly-skilled and experienced professional service team. We offer a comprehensive extended post-warranty service plan to meet and exceed ProFound AI customer requirements. Our team of in-house and field specialists deliver exceptional service and support.

ProFound AI runs on the industry-leading PowerLook[®] server platform. PowerLook is a reliable and flexible DICOM platform. Its scalability allows for seamless integration of future modules.¹

Benefits of TIP Support

- Software updates and upgrades (algorithm improvements)
- Phone support, remote installation and diagnostics by our highly trained professionals
- Hardware replacements resulting from hardware failures
- Enhancements to purchased functionality²

TIP Point-of-Sale

- TIP applies to ProFound AI customers (fee is based on the number of servers and the number of licenses)³
- Customers who do not purchase TIP in the first year (while under warranty) will need to purchase any upgrades
- Additional licenses purchased during the warranty period will be prorated through the end of the original year one TIP term

TIP Post-Sale

- Customer must be on the current software release at the start of the post-warranty support term

1. New modules licensed separately by iCAD are not included
2. Hardware upgrades are required for new software releases not included in TIP
3. On-site installation and training services not included



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