iCAD's Diamond Service Plan Has You Covered

iCAD supports and strengthens your ability to provide clinical excellence by offering premium customer service through our highly skilled and experienced professional service team. Offering a comprehensive extended post-warranty service plan to meet a wide range of needs and budgets.

Diamond Service Plan

Our Diamond Service Plan supports clinical productivity by providing workflow/configuration consultation, and convenient remote diagnostics. This all-inclusive plan can be purchased for the following iCAD solutions:

- PowerLook®
- PowerLook® Pro
- PowerLook® Density Assessment
- SecondLook® Digital

Diamond Service customers receive telephone technical support from 7:00 am to 6:00 pm EST, Monday through Friday, as well as priority scheduling of any required on-site repairs. The plan also covers all parts, shipping, labor and travel associated with on-site service, software updates, remote services (configuration changes, downloads, licensing, etc.), and remote diagnostics.

Expert Technical Assistance

Featured Benefits
• Dedicated call center professionals with expertise in PACS/RWS connectivity, CAD workflow, and CAD/DICOM integration
• Our call center team can address questions about image quality, assist technologists in understanding CAD marking logic, and troubleshoot CAD performance on a wide variety of PACS viewers and review workstations
• Maximizes clinical efficiency through expert consultation and remote diagnostics
• Allows for implementation of best practices to ensure workflow efficiency

Convenient Remote Diagnostics

Featured Benefits
• Remote access to CAD equipment to facilitate efficient troubleshooting and problem-solving
• Provides rapid response and problem resolution
• Maximizes uptime and patient satisfaction
• Saves time and money

Service Plans have been designed to provide cost savings. If you are not covered under a plan hourly charges would be applied. Please contact your local Regional Sales Manager to receive more information to support your valuable solutions.