3M™ Premium Support Update Services

- **Provide the resource to apply 3M software updates to help reduce the burden on client's IT staff**
- **Present overview of new features and functionality contained in the update release**
- **Designed exclusively for customers who license specific configurations of core products from 3M Health Information Systems**

The 3M advantage

3M Health Information Systems is offering this service to help our clients decrease the demand on their own hospital IT departments. With 3M Premium Support Update Services, your 3M products can always be up-to-date with the latest and greatest release. In addition, when your staff understands new features and functionality within the 3M products, your organization can better realize the benefits of its licensed 3M products.

Enhanced 3M Client Support Services

When you purchase most 3M Health Information Systems products, client support services are included in your annual software license fee. However, many hospitals are finding that their IT resources are stretched and often these sites are falling behind on performing quarterly updates to their 3M products.

In addition, HIM department staff members and other software users are challenged to find the time to come up to speed quickly on new features and functionality in the 3M software. Without a good understanding of the changes in a software release, users are missing out on potential improvements to their own ways of working with the product or increasing productivity in their environments.

The table below shows the services and coverage you have in your standard support package and what the 3M Premium Support Update Services offer in addition.

Standard Support Services (Included in annual license fee)	Premium Support Update Services (Performed by 3M Client Support Services Analysts)
Access to https://support.3Mhis.com	Downloading update from https://support.3Mhis.com to client site
Priority 1 Support on 3M applications: 24×7 365 days/year	Performing update at scheduled time on both Production and Test systems (if applicable)
Priority 2 Support on 3M applications: M-F 5:30 a.m. – 6:30 p.m. Mountain time	Performing any manual setup to implement new features on both Production and Test systems (if applicable)
Software updates - Enhancements and regulatory	Testing the update for successful completion and the application(s) for proper functioning
	Up to 30-minute overview of newly released functionality with users, including reference to webinars/recordings and the "What's New" release documentation

3M™ Premium Support Update Services

Customer responsibilities

When you purchase the 3M Premium Support Update Services, we do require you to perform these tasks:

- Respond to our schedule request
- Perform backup prior to the scheduled update time
- Make sure all users are logged out of the affected systems
- Provide remote access for the 3M Client Support Services Analyst to complete the process

Covered configurations

The 3M Premium Support Update Services are designed for and available to clients who license the following configurations of 3M products:

- 3M™ 360 Encompass™ System
- 3M™ Health Data Management (HDM) System
- For clients who license #1, #2 or both #1 and #2, the services will also cover the 3M™ Core Grouping Software and the 3M™ Coding and Reimbursement System

The 3M Premium Support Update Services are not available to clients who only license the 3M Core Grouping Software or only the 3M Coding and Reimbursement System.

Pricing per year

The 3M Premium Support Update Services are priced according to the number of 3M products licensed at your facility and how updates are released.

For example:

- 3M™ Health Record Management (HRM) Software and 3M™ Ambulatory Revenue Management Software (ARMS) are one product
- 3M HRM Software and 3M™ Audit Expert System are two products
- 3M HRM, 3M 360 Encompass System, and 3M™ Core Grouping Software are two products plus 3M 360 Encompass System
- 3M 360 Encompass System (R1) is one product plus 3M 360 Encompass System
- 3M 360 Encompass System (R2) is simply the 3M 360 Encompass System pricing

These updates will be performed outside of business hours: 6:30 p.m. - 5:30 a.m. Mountain, M-F, weekends and holidays.

Non-business hours service (6:30 p.m. – 5:30 a.m. Mountain, M-F, weekends, and holidays)	
1 product	$2700
2 products	$3400
3 products	$3900
4+ products	$5000
3M 360 Encompass System	$18000

Call today

To learn more or to order the 3M Premium Support Update Services, contact 3M Client Support Services at **800-435-7776**, or visit us online at **www.3m.com/his**.

3M