

Your ticket to simplified service

Introducing PASS service credits

(Picis Annual Supplemental Services – PASS)



Avoid the lengthy budgetary approval process



Get things done right away



Make your life easier

Put Picis at the Ready

Purchase one of our PASS® service packages.

Keeping a hospital operating at its best requires constant support, training, and services. But continually running back to your finance team for more budget is frustrating, time-consuming, and can hold things up.

That's why we created PASS (Picis Annual Supplemental Services).

By giving you a block of pre-purchased credits, your PASS can make your life easier, ensuring you always have hours available from Picis to handle the smaller, but still important projects or tasks that keep your department running smoothly.

PASS Benefits:

Avoid the lengthy budgetary approval process

Reduced frustration, increased peace of mind

Predictable/planned access to Picis experts

Reliable opportunities to train staff

The ability to be more proactive

Use your PASS credits to let us do the work for you on these important activities



Report Writing

Report writing can be time consuming and draw you away from your core responsibilities. Use your PASS and let us do the work for you.



Private Consultant Sessions

One of our consultants can be scheduled to meet with you or your staff to discuss optimizing processes, offer best practices, assist with configurations, and more.



After-Hours Assistance

Need to make a change to your system after normal business hours? Don't stress. Use your PASS and we'll get it done. Note: after-hours support requires two credits per hour.



Remote Training

These credits are ideal for three-to four-hour remote/online sessions focusing on one particular topic, e.g., preference card training.



Half-Day Remote Training

For Premium and Elite PASS holders, like the remote training above, these sessions are led by a process consultant. We invite you to use your PASS for half-day remote trainings to expand education about Picis solutions at your site. This can be used for Onboarding/Refresher training.



Copy Down

Picis recommends at least one Copy Down per year, to account for configuration changes that you make to your LIVE environment over time. Your PASS comes with a Copy Down.



Database Checkup

Don't have a Database Administrator? No worries. Our database checkup will analyze your system and recommend ways to improve its efficiency.

Important note: all the above services are performed remotely.

See the next page for Picis PASS package options >>

Choose the PASS package that's right for you

	★ Starter	★★ Premium	★★★ Elite
Service Credits:	16	32	64
Sample uses for Service Credits:			
 Report Writing	 Private Consultant Sessions	 After-Hours Assistance	 Remote Training
Included Add-on Services:			
 Copy Down	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Database Checkup		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 Half-Day Custom Training Sessions		1	4
Price	\$5,000	\$10,000	\$20,000

How it works

1. Purchase your preferred PASS Package.
2. Call Picis to request service. (We may require two weeks' notice, please.)
3. We'll give you an estimate of the required credits to perform the work, for your approval.
4. Get ready to knock down your to-do list!

Make your life easier and your facility run better. Purchase a PASS Package today.
Contact us at CustomerSuccess@Picis.com

Service Credit Terms

- After-hours services require two credits per hour and a two hour minimum engagement.
- Additional effort that is not part of the original scope will be decremented from the pool of credits in one-hour increments.
- Picis reserves the right to assign resources based on availability and expertise.

- The use of service credits must be requested no less than two weeks in advance; although efforts requested for December must be made six weeks in advance.
- Your credits are available 12 months from the day of purchase or upon support termination. Any credits that you haven't used by 12 months of the day of purchase will be forfeited.