

Customer service

• In many cases, it takes just 7 days to get you fully up and running. • Flexible to your schedule. • Virtual tutorials are task-based. • Use the equipment you already have. • Easy integration setup with a log-in.	Setup	• 3-month average setup time • Structured onboarding that must be scheduled • Extensive staff training needed • Hardware installation; server installation • Integration setup over the phone or manually
• Intuitive, easy-to-use software with little training needed • Built-in tutorials for feature updates	Ongoing training	• PDF manual or fee-based coaching help
• Intuitive, embedded chat support • Email support	Support	• Support based on subscriptions at extra cost
• Automatic upgrades (you're always on the latest version with no downtime)	Upgrades	• 2–3 complex upgrades per year with server and staff downtime
• Simple pricing that could help you cut your costs in half • Reduce your IT costs and eliminate the need for a server	Pricing	• Complex pricing with a heavy IT burden and high upfront cost

Capabilities + features

• Full-service practice information management system (PIMS) • Patient work flows can be completed in just three screens	• Complex work flows with multiple ways to accomplish a task
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Security + availability

• Cloud-based so you can work from any device (desktop, laptop, tablet, or mobile). • No data backup monthly service is needed (no tapes). • Your data is safe: we use the same level of security employed by major financial institutions. • You never need to upgrade a server.	• You need a special setup to access your system remotely. • Data backup service is needed. • Your data is stored in a local server and could be lost unless separate data backup is in place. • Data recovery is expensive, time-consuming, and not always successful. • Costly server upgrades are needed every 3–4 years.
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