



Education	Silver	Gold	Platinum
EDUCATION & TRAINING AT EMS HEADQUARTERS	Fee <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Free lodging and meals - for two participants		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unlimited classes - free lodging and meals			<input checked="" type="checkbox"/>
Free - New Staff Training at EMS Headquarters			<input checked="" type="checkbox"/>
WEBINAR TRAINING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to EMS Product webinars	<input checked="" type="checkbox"/>		
Customized Webinar(s)/year	One <input checked="" type="checkbox"/>	Two <input checked="" type="checkbox"/>	Four <input checked="" type="checkbox"/>
INVITATION TO EMS ANNUAL USER SUMMIT	Fee <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Free registration for two (2) participants (value \$350 per person)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Free travel and lodging for two (2) participants			<input checked="" type="checkbox"/>
Hardware and Software Support	Silver	Gold	Platinum
TECHNICAL PROFESSIONAL SERVICES: 8AM-5PM M-F (EST)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Extended Availability 8am-8pm		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Special Event assistance - (pre-arranged)			<input checked="" type="checkbox"/>
CUSTOMER SUPPORT PORTAL ACCESS 24X7X365	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ONSITE TECHNICAL PROFESSIONAL SERVICES	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
No additional charge (normal business hours)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
No additional charge (Off hours support)			<input checked="" type="checkbox"/>
EMS APPLICATION UPGRADES	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New Platform releases and Migration			<input checked="" type="checkbox"/>
DIAGNOSTICS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Proactive Remote Monitoring Service		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Annual Business Review			<input checked="" type="checkbox"/>
HARDWARE WARRANTY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manufacturer's Warranty on Hardware	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Repair and Replace	Fee <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Advance Replacement of Defective Hardware		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Critical Spares Inventory			<input checked="" type="checkbox"/>
Automatic Hardware Replacement - End of Life			<input checked="" type="checkbox"/>
SECURITY AND REDUNDANCY - CLOUD-BASED STORAGE		Fee <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Discounts	Silver	Gold	Platinum
5% DISCOUNT ON EMS PROFESSIONAL SERVICES OR SIMULATIONIQ ADD-ON SOFTWARE MODULES			<input checked="" type="checkbox"/>