

Working For You

ScriptPro doesn't just *sell* automation and technology solutions for your pharmacy. We actually care that our products *work for you*. We understand that the service and support backing up our systems ultimately determine the success and reputation of our company.

Setting the standard...

ScriptPro is recognized as the industry leader for customer service, maintaining the largest installed base of automation systems in the world.

Support Plan:

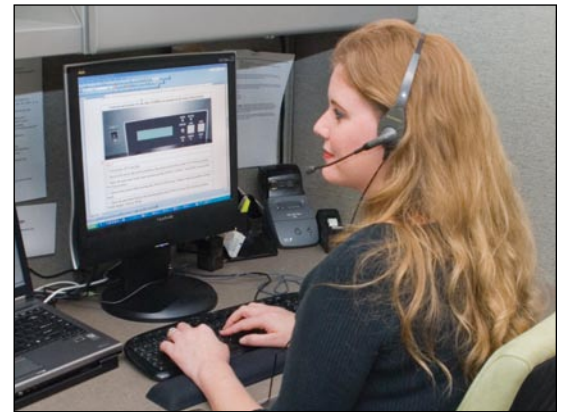
- ⊗ All inclusive, "bumper-to-bumper" support for a fixed monthly payment.
- ⊗ Call center available 24x7, including holidays and weekends.
- ⊗ Software updates, including interface software maintenance.
- ⊗ Field Technicians perform periodic on-site preventive maintenance to optimize system performance.
- ⊗ Automated software and drug database updates—no CD updates!

Systems and Infrastructure:

- ⊗ ScriptPro designs, manufactures, sells, and supports our own equipment, so we can be fully responsible for your system.
- ⊗ Company utilizes best of class applications including Oracle, Siebel, and Avaya.
- ⊗ New state-of-the-art Customer Service facility opened in Spring of 2008!

Uptime:

- ⊗ Customers experience average uptime of 99.46%.
- ⊗ Technical staff monitors all calls and escalates to the proper level for timely resolution.
- ⊗ Regional Field Technicians deployed to perform on-site support when necessary.



ScriptPro Customer Service available 24x7x365



New Customer Service Building opened Spring 2008

ScriptPro®

Pharmacy Automation

ScriptPro's Award Winning Service Organization

ScriptPro Customer Service sets the gold standard for service and support. But don't just take it from us—here are a few of the industry awards we've received:



- ⊗ **Indo-American Pharmaceutical Society** Award for Exemplary Support
- ⊗ **Retail Pharmacy Management** – Best Partner Award for Workflow
- ⊗ **Retail Pharmacy Management** – Best Partner Award for Robotics
- ⊗ **Brooks Pharmacy & Eckerd Pharmacy** – Appreciation Award
- ⊗ **Wilson Rx Pharmacist Satisfaction Survey** – #1 for Customer Satisfaction
- ⊗ **APhA Pinnacle Awards**
- ⊗ **Drug Store News REX Award for Pharmacy Technology**
- ⊗ **London Drugs** – The Outstanding Pharmaceutical Supplier Award

Going Above and Beyond for our Customers

- ⊗ **Disaster Recovery** – A customer called the Customer Service line when his (non-ScriptPro) pharmacy management system crashed at the end of a busy Friday and they lost all data for the day. While his software vendor couldn't help him retrieve data, ScriptPro was able to provide him with enough information to re-enter the day's prescriptions.
- ⊗ **Board of Pharmacy Inspection** – An issue arose during a customer's Board of Pharmacy inspection. The inspector wanted to see the DEA number printed on the hardcopy label. Within minutes of his phone call to ScriptPro, we were able to make modifications so the correct data would print. Because of the quick response, no fines or penalties were assessed.

“We chose ScriptPro because we were so impressed with their customer service. We never wait for someone to answer a call—they answer right away no matter what the time. ScriptPro has proven that it is a customer-focused company.”

—Leon Galehouse, R.Ph., Owner, Amicare Pharmacy, Inc., Waterloo, IA

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