We take pride in the quality of service we provide. Support is a critical success factor that determines how much a customer really likes a system.

We provide live support (no pagers or answering service) during the hours of 8:00 AM - 5:00 PM Eastern standard time Monday through Friday. This means when you have a question or problem your staff can call, and be directly connected to an authorized technician trained in the proper use of SimpleMED. We utilize remote control software that allows us to see your computer screen so we can walk you through click by click as we solve problems and show you how to best utilize our software. We know you will find our staff both friendly and very knowledgeable.