

Across continents. Around the clock. One common bond.

Eye care software solutions and service that help our customers focus more on patient care.

<30 sec
Technical support

98-99%
Customer satisfaction
since 2015



Evening and weekend software updates
while your office is closed



Around the clock
development and engineering

Customer Support Hours



Mon-Fri: 5am-5pm (PT)
Sat: 6am-Noon



Mon-Fri: 6am-6pm (MT)
Sat: 7am-1pm



Mon-Fri: 7am-7pm (CT)
Sat: 8am-2pm

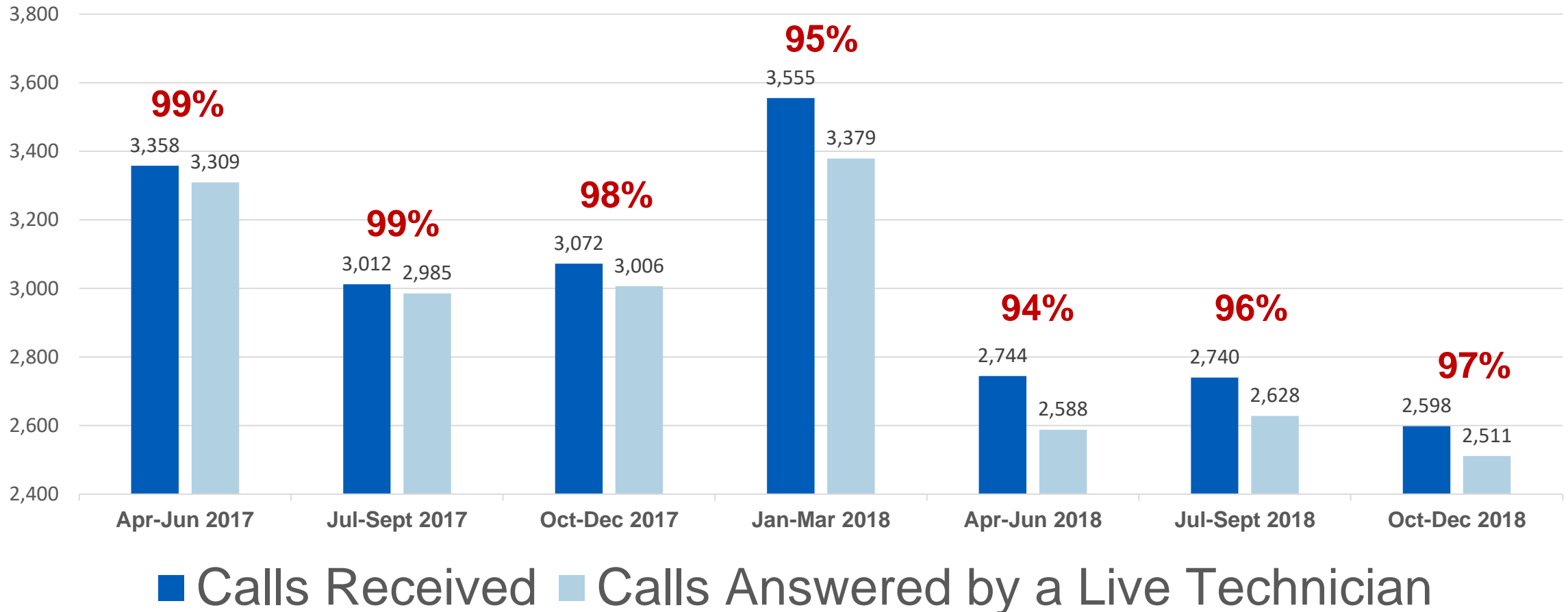


Mon-Fri: 8am-8pm (ET)
Sat: 9am-3pm

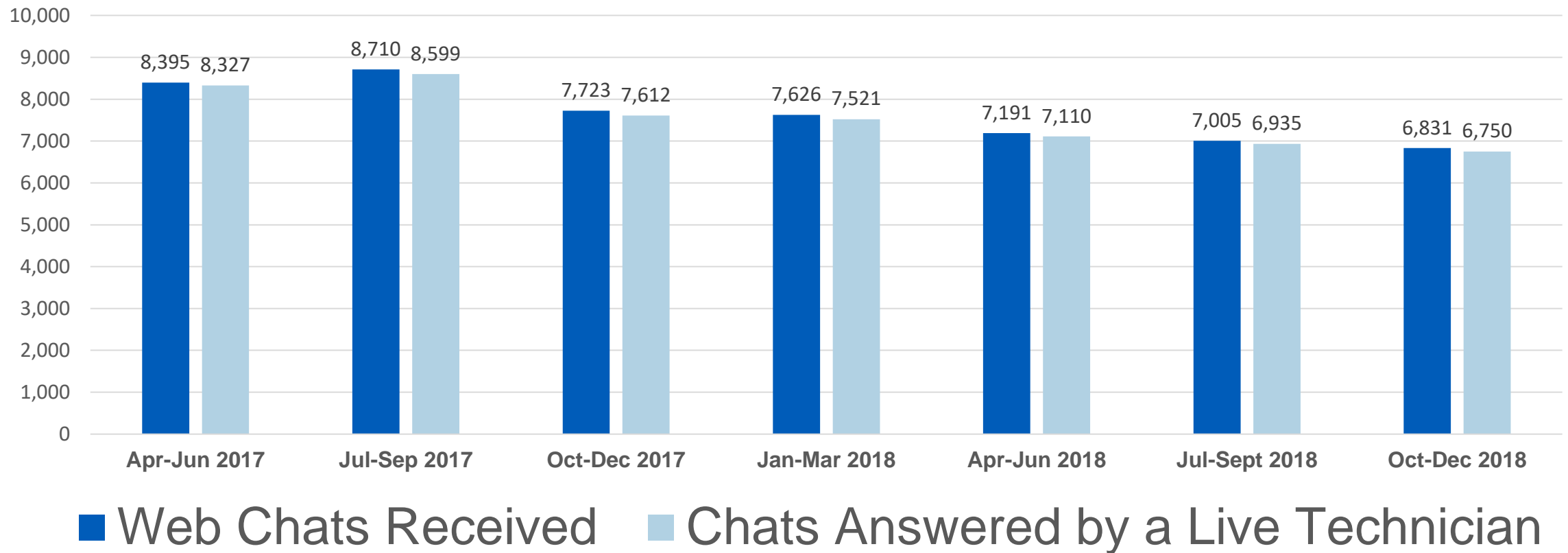


Mon-Fri: 5:30pm-5:30am (IST)
Sat: 6:30pm-12:30am

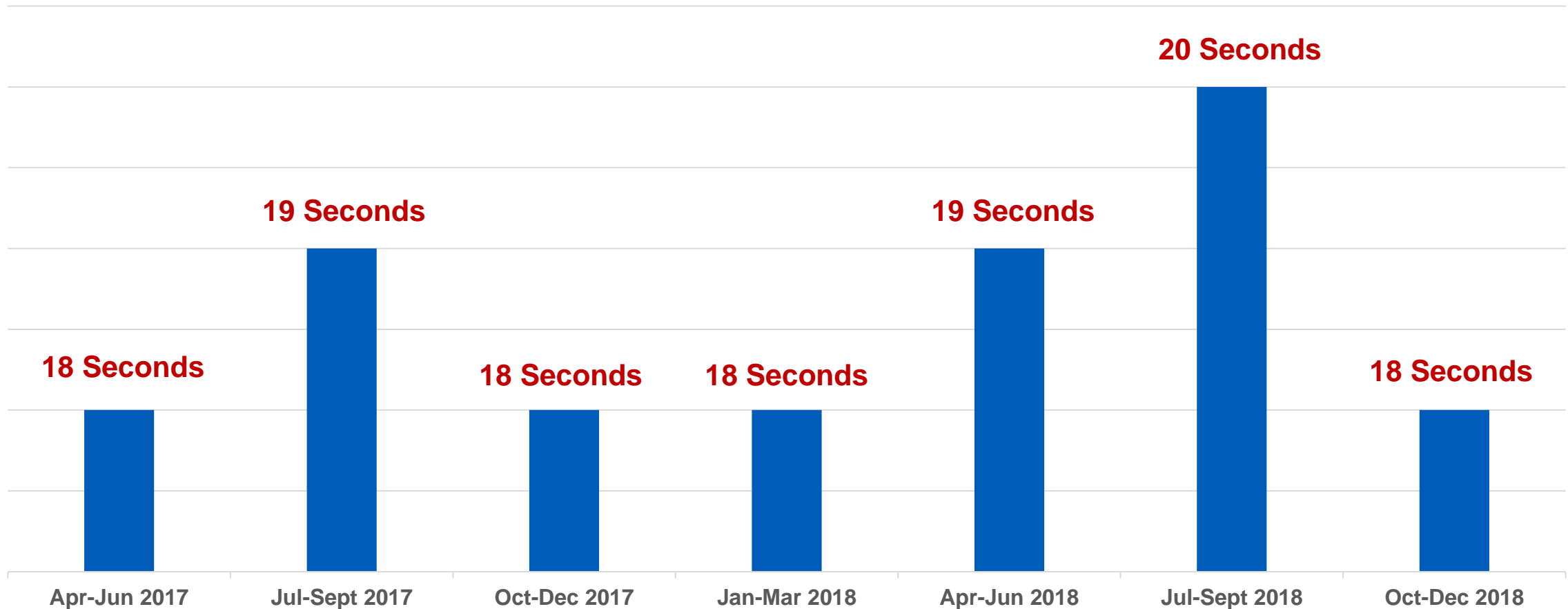
Customer Calls Answered by a Live Technician



Web Chat Support Requests Answered by a Live Technician: **99%**



Average Wait Time to Live Technician on Web Chats



Customer Satisfaction Ratings

How would you rate the quality of the service you received today?

Months/Year	Surveys Returned	Good to Excellent
Apr-Jun 2017	1,630	98%
Jul-Sept 2017	1,708	99%
Oct-Dec 2017	1,638	99%
Jan-Mar 2018	1,641	99%
Apr-Jun 2018	1,443	99%
Jul-Sept 2018	1,343	99%
Oct-Dec 2018	1,268	99%

What MaximEyes Customers Are Saying ...

- “On a scale of 1-10, I’d rate customer support an 11—this is one of the beauties of MaximEyes. My colleagues who use other EHR solutions experience frustrations that my staff and do not.”
– *Greg Caldwell, OD (PA)*
- “Great response time if we ever have any issues. I love the ease of remote support. The First Insight team is focused on getting it done.”
– *Joshua Cantrell, OD, Envision Eyecare (MO)*
- “The First Insight support team diagnosed and fixed a recent problem quickly. ‘Wizardry in action’ is the best way I can sum up their exceptional service.”
– *Paul Hsieh, OD, Eye Love Optometry (CA)*