

Across continents. Around the clock. One common bond.

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



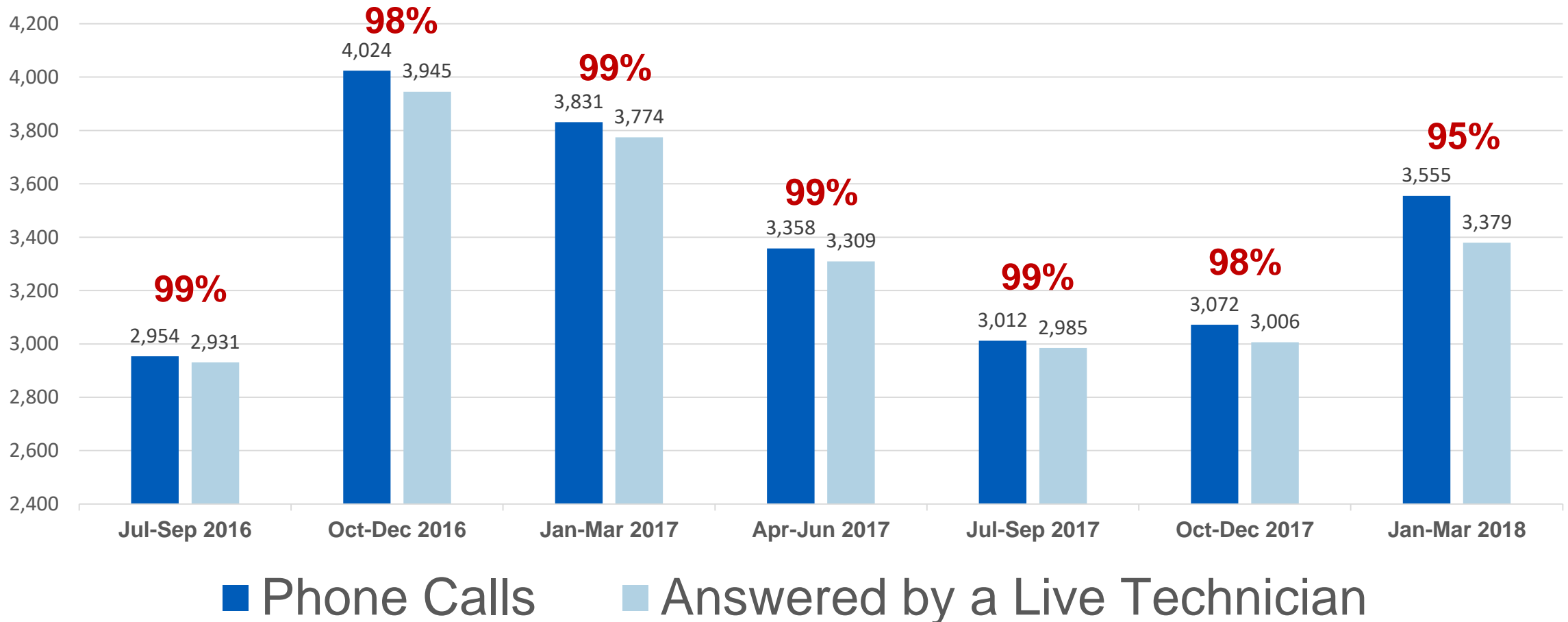
Mon-Fri: 8am-8pm (ET)
Sat: 9am-3pm



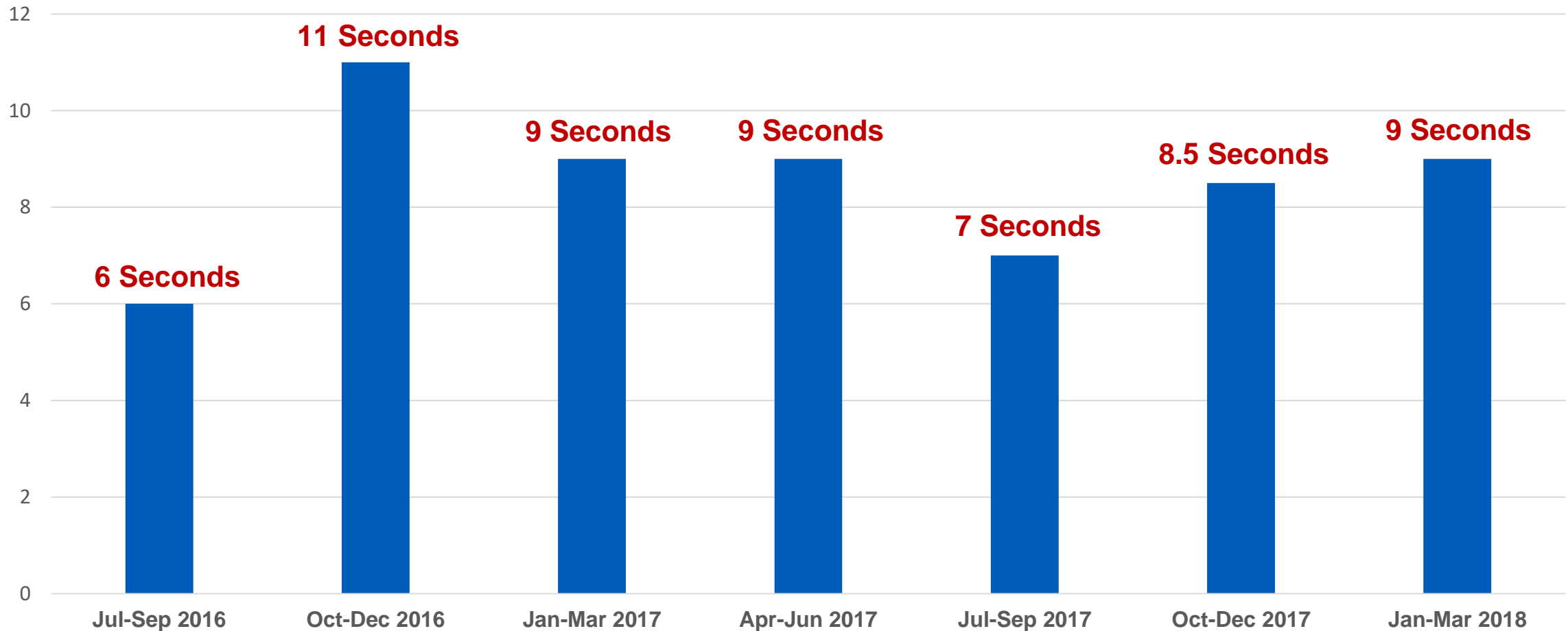
Mon-Fri: 5:30pm-5:30am (IST)
Sat: 6:30pm-12:30am

Corporates offices located in **Hillsboro, OR** and **Pune, India**, with satellite offices in AZ, CO, KS, IL, WA

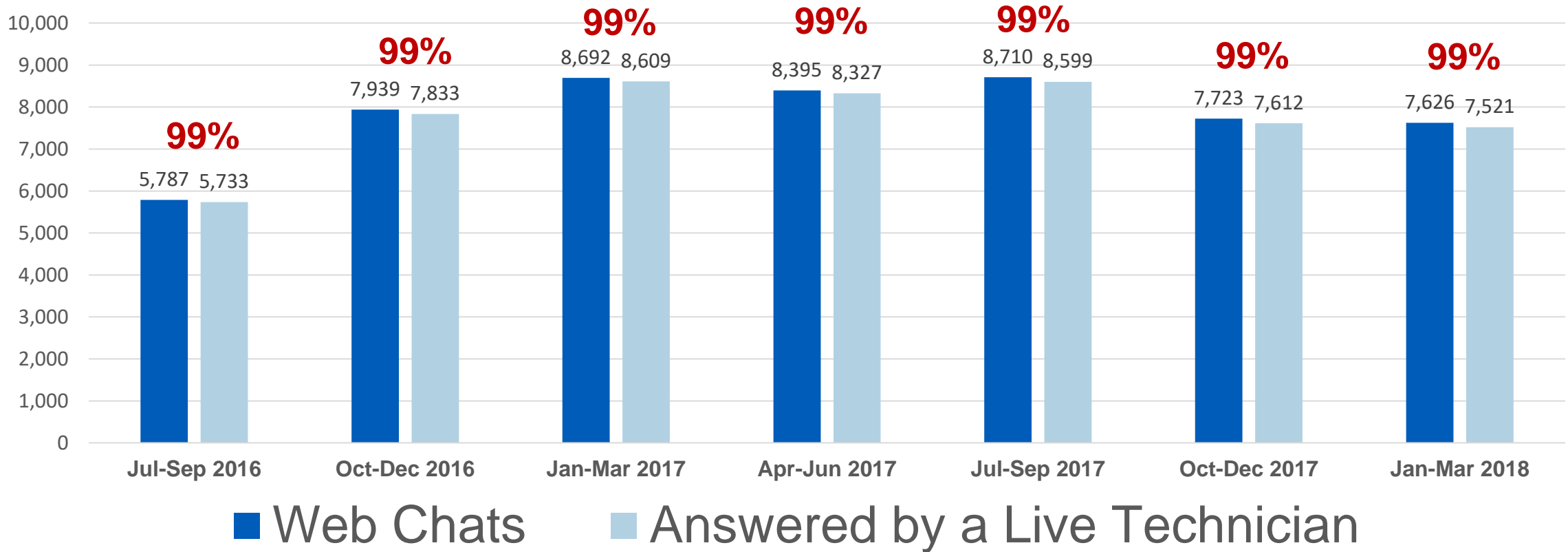
Customer Calls Answered by a Live Technician



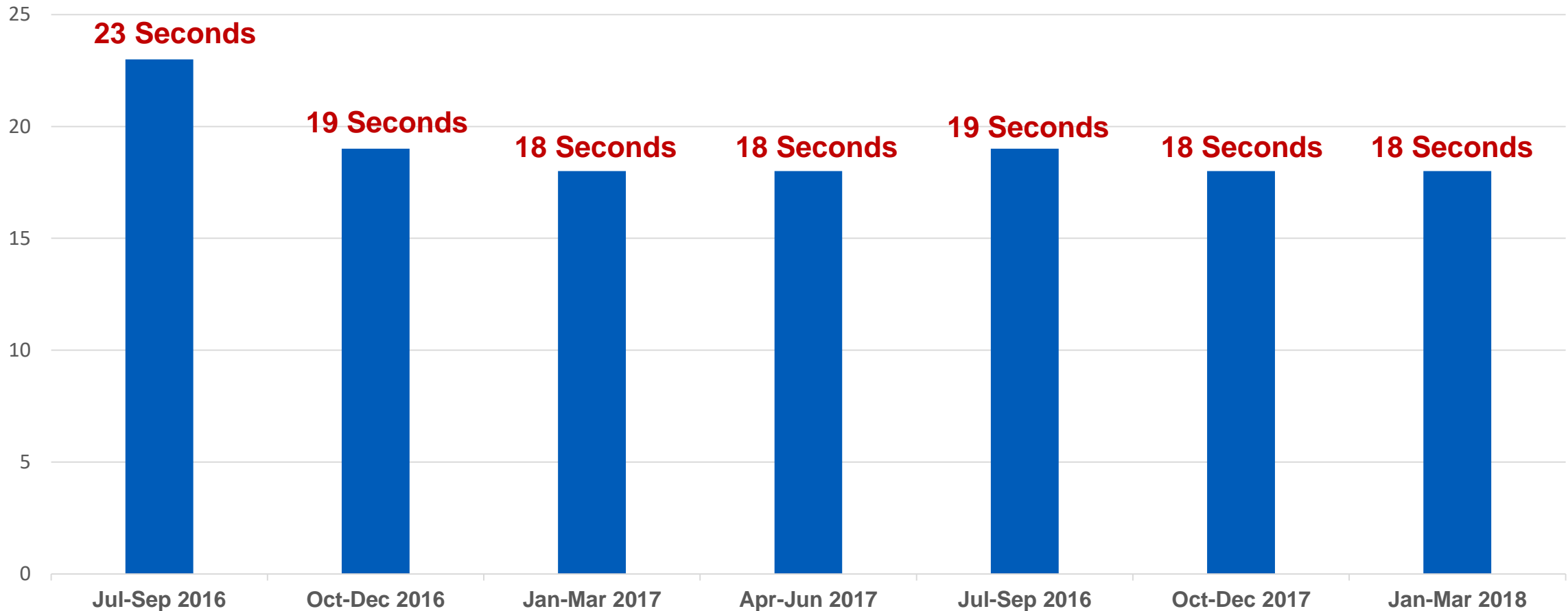
Average Wait Time to Live Technician on Calls



Web Chat Support Requests Answered by a Live Technician



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
Jul-Sep 2016	1,559	99%
Oct-Dec 2016	1,693	99%
Jan-Mar 2017	1,908	99%
Apr-Jun 2017	1,630	98%
Jul-Sep 2017	1,708	99%
Oct-Dec 2017	1,638	99%
Jan-Mar 2018	1,641	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 optometry EHR solutions experience frustrations that me and my staff do not.”
– *Dr. Greg Caldwell (PA)*



- “Great response time and Hudson didn’t take too long to fix the issue. I love remote support. Connect and get it done!”
– *Dr. Joshua Cantrell, Envision Eyecare (MO)*
- “Paul diagnosed and fixed the problem quickly—wizardry in action.”
– *Dr. Paul Hsieh, Eye Love Optometry (CA)*