

# Across Continents. Around the Clock. One Common Bond.

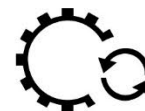
Eye care software solutions and services that help customers focus more on patient care.

<30 sec

Technical support connection  
typical wait time

97-99%

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



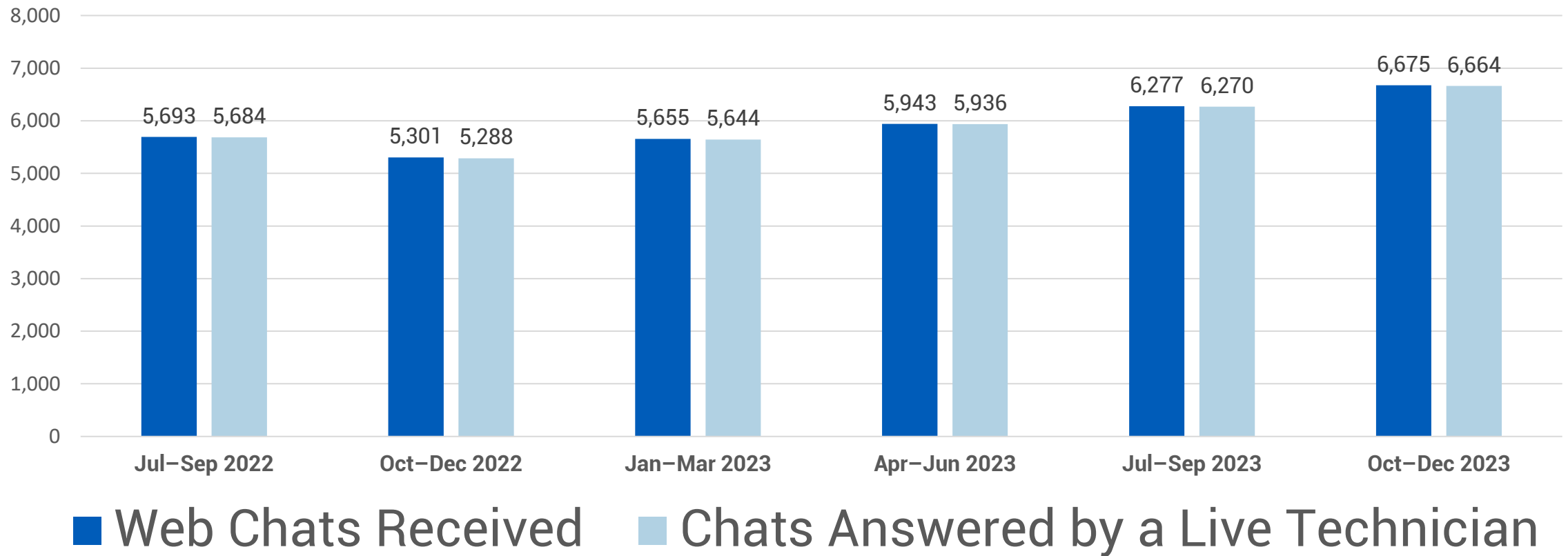
Mon-Fri: 8am-8pm (ET)  
Sat: 9am-3pm



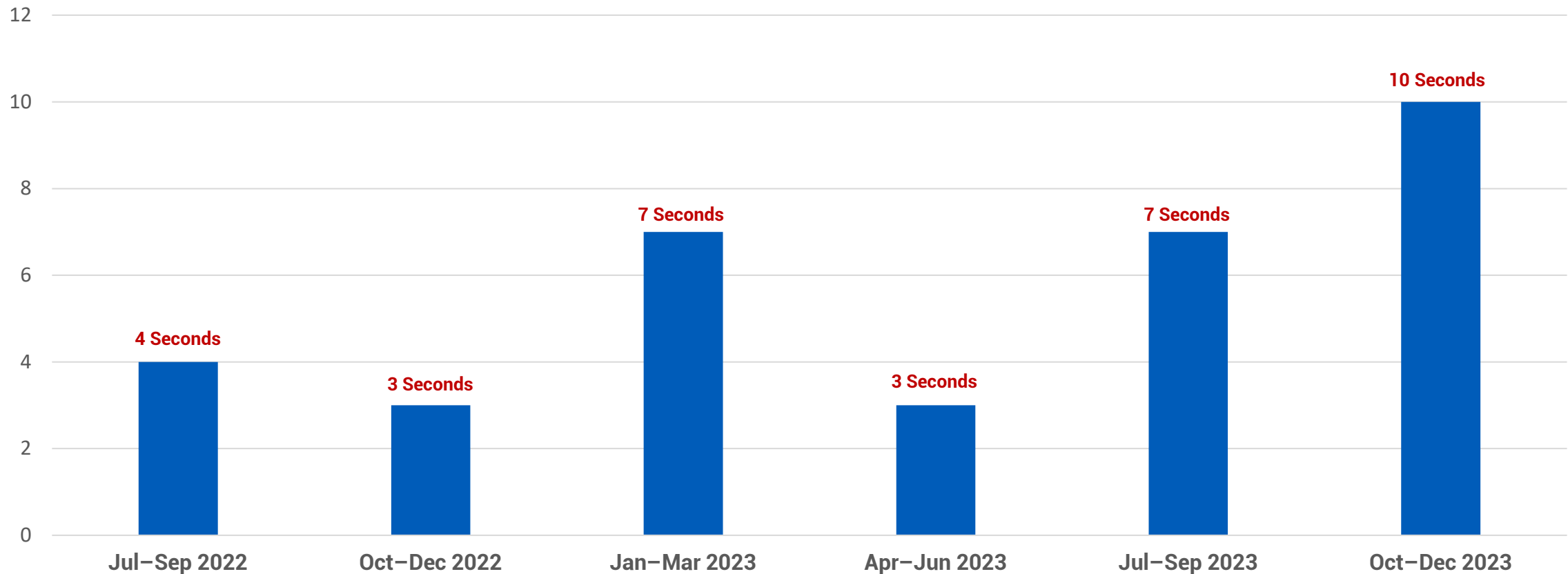
Mon-Fri: 5:30pm-5:30am (IST)  
Sat: 6:30pm-12:30am

# Web Chat Support Requests

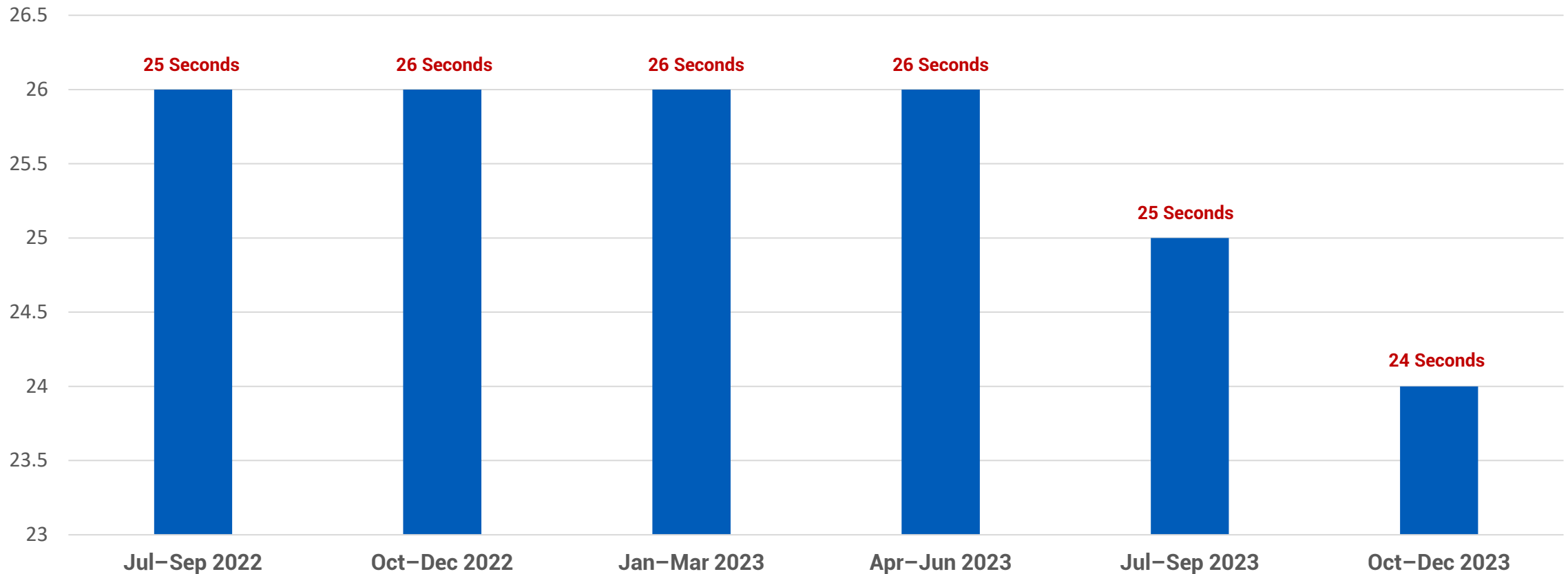
## Answered by a Live Technician: **Average 99%**



# Average Wait Time to Live Technician for Web Chat Support: **Average 4 Seconds**



# Average Wait Time to Live Technician for Phone Support: **Average 26 Seconds**



# Customer Satisfaction Ratings

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

Months/Year	Surveys Returned	Good to Excellent
Jul–Sep 2022	1,056	98%
Oct–Dec 2022	970	98%
Jan–Mar 2023	897	98%
Apr–Jun 2023	1,039	98%
Jul–Sep 2023	944	98%
Oct–Dec 2023	909	97%

# What MaximEyes Customers Are Saying ...

- “Customer support has always been courteous, thorough and reliable. –WyoVision Associates ([read success story](#))
- “Most important, choose a company that provides top-notch training and technical support. I am quite happy I selected MaximEyes.com.” –Peter Falk, OD ([read success story](#))
- “I rate customer support as an A (10). We can always reach friendly and helpful technical support agents quickly to work on any issue that we have.” –Chet Myers, OD ([read success story](#))
- “We are extremely satisfied with customer support. First Insight has always placed a significant focus on customer satisfaction.” –Brad Bodkin, OD ([read success story](#))
- The customer service is the best I’ve ever experienced. –Rebecca Verna, OD ([read success story](#))
- “From sales, starting implementation, and going live, staff and support was and continues to remain stellar.”  
–Mona Hoover, CPC, CPPM, Practice Administrator ([read success story](#))