

PCCG-RIS-PACS					
Sales Program Matrix					
	Sales Responsibility	OEM Reseller (X)	VAR or Resell Agent (X)	Sales Agent (X)	Lead Agent (X)
1	Initiate Sales Relationship	X	X	X	X
2	Primary Sales Responsibility	X	X	X	PCCG
3	Technical Sales Responsibility	*	PCCG	PCCG	PCCG
4	Contract in the name of	X	PCCG	PCCG	PCCG
5	Pricing determined by	X	X/ PCCG	RCI/X	PCCG
6	Contract delivered by	X	X	X	PCCG
7	Commission	Cost +	20-30%	15%	5%
8	Customer belongs to	X	X/PCCG	PCCG	PCCG
9	Branding	X	X / PCCG	PCCG	PCCG
	End-USER Responsibility	OEM Reseller (X)	VAR Reseller (X)	Sales Agent (X)	Lead Agent (X)
1	Initial Implementation	X/ PCCG	X / PCCG	PCCG	PCCG
	A General End-User Environment	X	X	PCCG	PCCG
	B RIS Server Hardware, delivers *	X / PCCG	X / PCCG	PCCG	PCCG
	C RIS software Installation and Configuration	PCCG	PCCG	PCCG	PCCG
	D Integration and legacy data	PCCG	PCCG	PCCG	PCCG
	E Training of End-Users	X / PCCG	X / PCCG	PCCG	PCCG
	F Training of End-Users Trainers and Admins	X** / PCCG	PCCG	PCCG	PCCG
2	Level 1 Local IT Issues	X / IT	X / IT	IT	IT
3	Level 1 SW Support	X / IT	X / IT	PCCG	PCCG
4	Level 2 SW Support	X+	PCCG	PCCG	PCCG
5	Level 3 SW Support	PCCG	PCCG	PCCG	PCCG
<p>* PCCG supplies a pre-installed PACS-RIS Server hardware configuration. However, hardware is optional. The OEM and VAR Resellers may Opt to use non-PCCG supplied systems.</p> <p>** PCCG generally supplies one initial on-site implementation specialist for initial configuration and training. OEM Resellers are required to provide additional implementation support. Optionally, it is suggested that VAR Resellers provide additional personnel to augment implementation. This is also an opportunity to train Reseller personnel with hands on PACS-RIS interaction and project presents and involvement with the client..</p> <p>+ PCCG will train RESELLER Support staff in the General user and Administrative user elements of the PCCG products.</p>					
Support Level/ Location	Description				
Level 1 - IT Issues	Local hardware, local environment, Internet issues				
Level 1 - Software	Basic user training (post implementation), triage to level 2 and level 3 support.				
Level 2 - Software	Advanced user level/ Admin User level configuration issues				
Level 3 - Software	Programming support, bug fixes, upgrades, customizations.				