



We remove the guesswork

SRS offers responsive system support that is unheard of in the pharmacy software industry. From nightly monitoring of customers' server performance levels to knowing which customers' toner levels are low and need replacing, our support team helps keep you focused on your day-to-day operations and allows you to spend more time with your patients.

With SRS, you can count on us!

- Nightly polling and reporting on customer's system performance.
- Automated notification to SRS of any PKon system or database error.
- Automated monitoring of customers' network laser printer toner levels with automated faxes when toner level reaches 33%.
- Built-in e-mail capabilities for convenient access to SRS Support.
- Secure Internet access to customer systems (not dial-up) allows for quick viewing of fill and bill functions, eliminating the need for exhaustive problem descriptions.
- Ability for customers to quickly e-mail any PKon screen to SRS Support, allowing for a clearer and quicker understanding of issues, which answers your questions rapidly.
- Weekly additions of new Insurance plans to Carrier database by SRS Support.

