

**[ Nihon Kohden America, Inc. ]**

Marketing Collateral  
Conceptual Copywriting  
Photography Procurement

**We Support Sleep.**  
Introducing THE "IT & SERVICES SUPPORT PACKAGE"  
YOU'VE ALWAYS WANTED.

Nihon Kohden is committed to providing the ultimate service experience for our customers. We are constantly improving our internal systems to ensure that our customers receive support that is accurate and fast. This year we are launching a new IT & Services Support Package which extends our basic support of our Polysmith® sleep systems. This optional support package offers a wide array of services that our customers will find attractive.

*"The support team was very thorough and corrected the problem in excellent time. They also told us what to do to avoid the problem in the future."*

Read the details features on the fly slide for Polysmith's Support Package Options

Serving the Best Minds of Neurology for Over Fifty Years.

**Call Us! 800.325.0283**  
more information x3493

**24/7 Support (price for current customers)**  
24-hour sleep systems all day, every day  
Download over the internet  
Get remote PC service from

**24/7 Support**  
Internal for direct help  
Referrals  
Instructions for medium  
Support  
Online videos  
e-articles

**Doing A Favorite Member**  
"Thank you very much, you have just made my life much easier!"  
SAGE, CHMP, DCOE, etc.)

**What Makes Our Support Different?**

- Directly contact a dedicated support technician all day, every day (no answering services or pager)
- Automated telephone queue system for peak call times
- Modified customer service system to track our customer satisfaction
- Global, 24-hour based support staff which works closely with Polysmith sleep system engineers for rapid resolution to complex problems.
- We provide customer service training for our support technicians to ensure they are able to handle many types of situation efficiently and effectively.
- Our customer service technicians receive hands-on training in an AASM accredited sleep lab.
- All calls are recorded for quality purposes to ensure any technician can see a customer history.