

QS/1[®] Hardware

One source. One call. QS/1 is your technology partner and one-stop shop for the software, hardware, maintenance, and support you need to run your business and be successful.

Optimize your pharmacy's performance with hardware that's pre-tested and compatible with your day to day business needs. Our hardware is pre-approved, up-to-date, and configured with your pharmacy in mind.

We're Your Partner

We are your business partner and that means something. Our job is to understand what tools are required for you to effectively run your business and meet the evolving needs of your patients. From filling prescriptions to checkout, our hardware is verified to work with your software.

Peace of Mind

Save time and energy. Let us do the work for you. Our hardware comes pre-tested to guarantee compatibility. Up-to-date equipment helps keep you secure and helps you safeguard your patient health information.

Stay Up and Running

Nobody needs downtime when running a business. Your focus should be on keeping your patients healthy and happy, not on your equipment. Our Hardware Maintenance programs provides you an easy with solution to your pharmacy up and running.

QS/1 offers the following equipment:

- Servers
- Workstations
- Printers
- 2nd drawer
- Monitors
- Scanners
 - Barcode*
 - Document*
- Cash registers
- Sig pads
- Modems
- Biometric devices
- Back-up drives

Purchase Hardware

To purchase hardware, email QS/1 Upgrades at upgrades@qs1.com or call **800.845.7558**, ext. **1412**.

QS/1 Hardware Maintenance

QS/1 Hardware Maintenance helps protect your hardware investment against the unexpected. Feel confident knowing you can minimize downtime and recover quickly at a fixed, predictable cost. Through a partnership with Ricoh USA, Inc.® we can provide on-site technicians to our customers nationwide. You get convenient, personalized service for all hardware-related matters, from servers to printers and everything in between.

Your Technology Partner

QS/1 prides itself on end-to-end solutions for our customers. With Hardware Maintenance we guarantee any equipment and components we install and test with our applications. Our staff provides initial phone support and troubleshooting for hardware issues. When needed, Ricoh technicians are dispatched to your location for on-site diagnosis and repair.

Quick Resolution

With a full technology partner, you can avoid chasing down who's responsible for what. With our hardware maintenance, Remote Backup Service, and a local backup, you'll have a complete disaster recovery plan.

We help you safeguard your hardware investments and patient health information, offering you peace of mind if failures occur.

How It Works

Phone Support & Troubleshooting

If possible, we will quickly diagnose and resolve the issue over the phone.

On-Site Repair & Replacement

If your hardware issue cannot be resolved with phone support, you will receive an on-site visit from a Ricoh technician. To provide the quickest resolution, your broken equipment will be repaired or replaced. On-site maintenance is budget friendly and available nationwide.

Sign Up

To sign up for Hardware Maintenance, email HDWM@smithtech.com or call 800.845.7558, select the option for Hardware Support, then select the option for Hardware Maintenance Agreements.

- Nearly **1,000** hardware field technicians assigned to QS/1 Hardware Maintenance
- **95%** of all printer service requests resolved the same day
- All other equipment replaced the next day over **90%** of the time



Maximize your pharmacy's potential.
Call **800.845.7558** or visit www.qs1.com