Technology Services

Health Care

- Speed up Return on Investment (ROI) in devices and systems
- Reduce risk of technology rollout overruns and delays
- Reserve critical IT resources for core business activities
- Reduce Total Cost of Ownership (TCO) of equipment
- Rely on a single source for all service and support needs
- Simplify maintenance budgeting

Health Care Relies on Services to Keep the Data Flow Healthy and Secure

The bottom line is patients' lives could be at stake. Precision and accuracy are the watchwords. Increasing requirements for privacy only add to the pressures for maintaining the utmost in information integrity. The multiple data handoffs inherent in health care environments only become more complex and potentially more vulnerable as additional capabilities are added to health care related applications. Data collection networks must be up to the task—from implementation, and on-going.

Intermec Global Services provide systems definition and design, as well as deployment and on-going support for business-critical health care-related data collection systems. Intermec experience and expertise take clients from concept to reality, quickly and efficiently. Intermec stands with the Health Care customer long after system installation—helping ensure continuing high levels of performance and satisfaction.

What our Health Care customers say about Intermec Technology Services

"Cost is an issue too, and Intermec charges reasonable rates. Within the health care industry, we must be cognizant of that. We've worked with other vendors that were just too costly, and as a result of their prices, we were going to lose business."

– Chris Kent, director, Infrastructure Services Group, Daou Systems

"Intermec was chosen as a supplier after a number of tests, and the demands on equipment were extensive....In the end, it was a combination of price, quality, support and, most notably, service that influenced our decision."

– Søren Ravnløkke, project manager, Novo Nordisk Business IT

"I went with Intermec because they were the only company that was able to provide a complete solution at the right price. They had printers, scanners, media, and outstanding technical support."

– Roxann Cook, analyst, scheduling and chart tracking, Advocate Health Care

For more information on these and other satisfied customers, please visit www.intermec.com.

Intermec®

Intermec Professional Services (www.intermec.com/professionalservices) take the worry, hassle and added costs out of deploying new data collection technology. ROI goals are reached, and reached sooner. Intermec's unmatched combination of experience, expertise and geographical coverage smoothes over the bumps in the road for technology implementation. Intermec Support Services in the form of Medallion® brand service contracts (www.intermec.com/medallionservices) provide long-term predictability to the TCO equation. Maintenance and service costs can be "locked in" for the effective life of the devices. Intermec services equipment locally, in major markets worldwide. Intermec data collection systems that include Medallion®-covered devices are provided with unrestricted technical support to keep the Health Care customer up and running.

Professional Services

- Project Management, for complex and multi-location rollouts
- Software Development for customized RFID, voice, barcode and other data collection applications
- Application Documentation for ready reference, training and archiving
- Training in technology, applications and in device operation to optimize staff efficiency
- ReadiCare℠ device configuration and logistics control for customized, multi-location rollouts
- WWAN activation and Provisioning services
- Truck and Forklift Installation of batch, WLAN, WWAN and RFID systems
- WLAN Site Surveys specializing in complex RF sites
- WLAN Site Installation and configuration
- RFID Feasibility Analysis for low risk implementation
- RFID Process Analysis for determining appropriate-to-client RFID technology and methods
- RFID Site Analysis for verification of technology and site compatibility
- RFID Site Installation for tuning and testing the technology per success criteria
- RFID Troubleshooting
- RFID Analysis and Learning Lab for testing tags and tag technology, and for RFID-related education

Support Services

- Medallion® service contracts
  - Coverage of defects, failures and wear and tear
  - Preventative maintenance on covered devices when they are turned for repair issues
  - Committed depot turnaround, overnight replacement, and on-site response service to meet a wide range of customer needs
    - Depot Plans with 2- and 5-business day committed turnaround
    - Overnight replacement plan provides ready-to-go equipment as needed, greatly reducing the effects of downtime on productivity
    - Both the Depot and Overnight Replacement plans come with full coverage—including damage incurred in the work place—at no extra charge when a 3-year plan is purchased, pre-paid.
    - On Site Plans with Next- and Second-business day committed response
  - Lower-cost alternative to flat rate repair pricing
  - Unrestricted technical support for your covered systems, software and devices.
- "Go-Live" support for your project's critical "hand-off"
- SiteCare® on-site device and network preventative maintenance and asset control

Intermec understands the service needs of the Health Care customer.

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