

# Welch Allyn Connex® Clinical Surveillance System Partners in Care<sup>SM</sup> Support Programs



We've got you covered with service and support plans to help keep your Connex Clinical Surveillance System up and running. We offer a variety of plans to ensure you have the most current software and hardware as well as proactive maintenance options—all at an affordable cost. As your extended service staff, we will handle all of your support needs, allowing your staff to focus on what's most important—quality patient care and outcomes.

## Welch Allyn support programs deliver:

- Predictable costs:** All costs for your support program are discussed upfront and made clear so there are no surprises along the way.
- Simplified support:** No need to worry about your Connex Clinical Surveillance System—if service is needed, simply call us and we'll work to resolve the issues to help ensure your system is available when you need it, enhancing efficiency.
- Investment protection:** We understand that budgets are tighter than ever before, and once you make an investment, you expect it to last. That's why we tailor coverage for your current solutions and software as well as future releases, to ensure your technology investments can evolve as your needs change.
- Partnership:** Welch Allyn support professionals are all employed by Welch Allyn directly, so there is no third-party involvement. We partner with your internal team every step of the way and never try to “take over” your existing procedures or departments.

Below are support programs offered for the Connex Clinical Surveillance System. Compare what's included in each and determine which one is better suited for your facility and team.

**BASIC SUPPORT PROGRAM:** For maintenance of Welch Allyn software with EMR integration

**FULL SUPPORT PROGRAM:** For facilities that require support service on standalone, non-EMR integrated systems

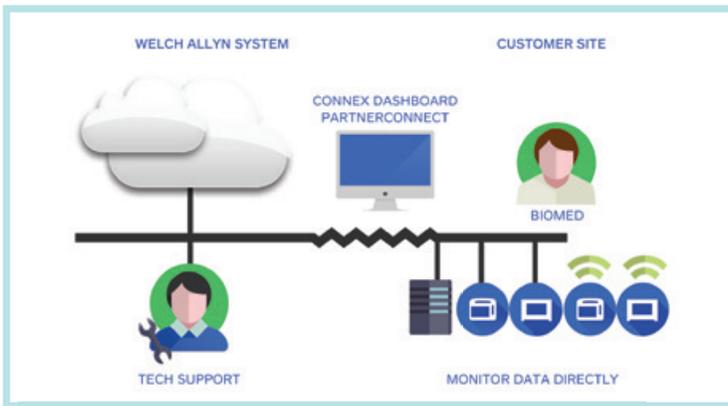
**PREMIUM SUPPORT PROGRAM:** For facilities that require EMR system integration and maintenance

	FEATURES	BASIC SUPPORT PROGRAM	FULL SUPPORT PROGRAM	PREMIUM SUPPORT PROGRAM
Telephone and Remote Service	Direct Access to the Partners in Care Support Center	X	X	X
	Remote Diagnostics & Repair	X	X	X
	Connex Service Dashboard	X	X	X
	8 a.m. – 8 p.m. (EST)* Telephone Support Normal Business Days	X	X	
	24 x 7 x 365 Telephone Support			X
Hardware Support Services	Loaners/Exchange		X	X
	Labor and Parts Included		X	X
	Expedited Shipping Services		X	X
	On-site Support			X
Clinical Training	Initial Clinical Education	X	X	X
	Additional Clinical Education Packages: 2/5/10/20-Day Package		5% discount—5/10/20-Day Package	5% discount—5/10/20-Day Package
Technical Training and Certification	Technical Training Allowances		2 techs/yr	2 techs/yr
Software/Systems Support	Embedded Software Maintenance	X	X	X
	Software Updates	X	X	X
	Discounts on Licensable Features with Upgrades		3%	5%
	EMR Interface Map Changes	Twice Annually		Twice Annually
Additional Features	Closet Server Support		X	X
	Test Server & Warm Spare Support			X

\*Business hours may vary by region. Please confirm with your local Welch Allyn representative.

# The Connex<sup>®</sup> Service Dashboard

is included with all Connex Clinical Surveillance service agreements. This web-based portal enables clinical engineering staff to proactively manage and monitor all Connex devices, central stations and servers on your hospital network to maximize uptime and protect your investment.



- Monitor all of your Connex equipment including servers, computers and vital signs monitoring devices
- Manage sensor usage, battery life, cycles, log files, firmware and active processes
- Maximize system uptime and device availability to improve staff productivity
- Enables proactive management of service activity, protecting the investment and bottom line



Field	Value
Device name	Welch Allyn Connex Device
S/N	3234567890
REF	6000
Facility	Saint Marys Hospital
Location ID	5th Floor Trauma
Room/bed	Room 503A
Asset Number	1234567890123
IP address	192.168.10
Ethernet MAC address	00:11:22:33:44:55
Radio IP address	FF:EE:DD:CC:BB:AAA
Connection Status	✓ Last connected on: 24 MAR 2012, 4:45PM



## Partners in Care<sup>SM</sup> Services

SUPPORT | EDUCATION | PROFESSIONAL

For more information about Connex Partners in Care Support Programs please contact your Welch Allyn representative or visit [www.welchallyn.com/services](http://www.welchallyn.com/services)

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Advancing Frontline Care<sup>™</sup>