



PROTECT YOUR INVESTMENT
WITH SMARTCARE CERTIFIED
SERVICE AND SUPPORT



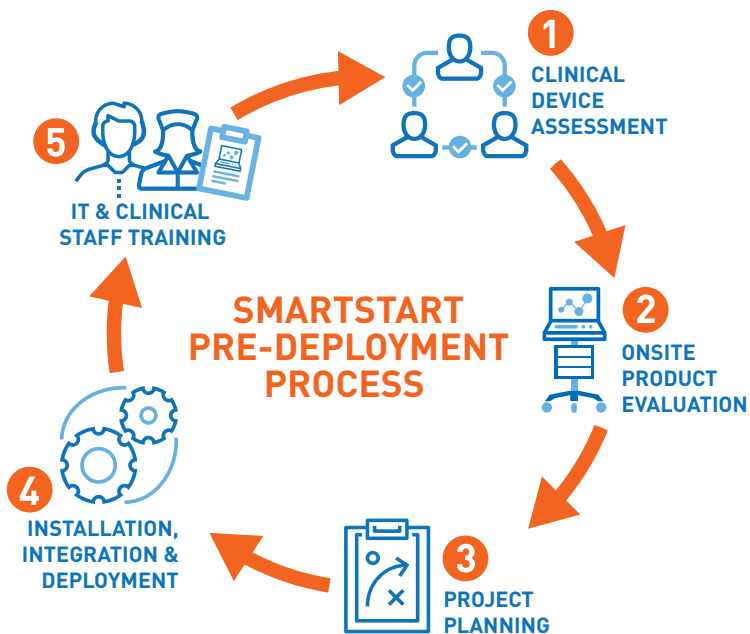
With Enovate Medical's SmartCare's end-to-end service and support, you can:

- Implement critical hardware seamlessly,
- Ensure that new technology is fully adopted, and
- Extend the life of your capital investment

SmartCare™
CERTIFIED SERVICE & SUPPORT

SmartStart Services

Partner with Enovate Medical to select, evaluate, and implement a comprehensive SmartStart solution for your workstation technology.



Make an Informed Purchase Decision

- Enovate conducts a **Clinical Device Assessment** to ensure that you have the right mix of workstations for your hospital layout, staffing levels, nurse-to-patient ratios, and clinical workflows.

Validate the Product Recommendations

Test-drive Enovate solutions before you buy.

- Our 60-day **Product Evaluation Program** will let you experience the productivity boost Enovate brings to your clinical workflows.
- Our Rhythm mobile device management software will give you hard data on how your new equipment is actually being used.

Ensure Clinical Adoption with In-service Training

Enovate offers **Clinical In-service Sessions** for clinical end users.

- Maximize your Enovate productivity boost when your clinical staff adopts best workstation practices.

Develop a Fixed-mount Plan for Success

Enovate's fixed-mount **Project Planning & Installation** determines the best hardware and location to meet your clinical needs.

- We review room layout, electrical and data drops, cabling, structural considerations, and peripherals to maximize clinical adoption and increase nursing efficiency.

Get Hassle-free Factory Integration of Your Peripherals

With **Factory Peripheral Integration**, we can pre-build your mobile workstations to arrive as a true "Plug & Play" solution.

- Optimize your IT resources when we integrate your monitor, keyboard, mouse, and scanner at the factory.

Execute on Your CDA Plan with Efficiency

We provide a full **On-site Integration & Deployment** of your workstations, peripherals, charging stations and more.

- We go beyond unboxing and peripheral integration. We maximize clinical success by deploying your Enovate workstations and MobiusPower battery packs and mounting the charging stations according to your CDA plan.

Maximize Your IT Staff's Time and Resources

Enovate's **IT Certification Training** will train your IT staff with our factory technicians.

- Our 4-hour hands-on course will turn your computer staff into workstation experts.
- With in-house support skills, you can streamline your response times and increase user satisfaction.

FleetPro Services

Improve the clinical user experience, extend the life of your workstations, and ensure 100 percent availability of your entire EHR fleet.



Quarterly Optimization Review

The Rhythm management software monitors workstation utilization, battery health, and the need for replacement – all in a quarterly optimization report:

- The Optimization Review will help you cut waste from your operation and drive down overall cost.
- Uncover and correct utilization issues that can improve clinical efficiency through process changes, education, and collaboration.



Uptime Service Program

Give your nurses access to Ready Replacement workstations for 100% uptime availability:

- Relieve your IT staff from the burden of troubleshooting, ordering parts, and making repairs.
- Avoid workstation downtime that hampers mission-critical patient care.



Rhythm Fleet Management

Manage your entire fleet of workstations with remote visibility:

- Troubleshoot problems to minimize workstation downtime.
- Monitor workstation utilization, real-time location, and battery health to maximize performance from your fleet.



Routine Maintenance Plans

Extend the life of your capital investment with regular maintenance from Enovate:

- Increase workstation reliability and maximize the user experience when your equipment is always in top working condition.



Full-time & Part-time On-site Technicians

Who is more efficient at maintaining workstations than the guys who designed and built it?

- Let us do what we do best while your team focuses on other mission-critical responsibilities. Together, we can provide better service for your customers, the clinical team caring for patients.



On-Site Technical Support

Rely on our technical support team for your technical service needs:

- Engage with our technical service center experts working beside our engineering and manufacturing teams to resolve your technical issues.
- Our skilled field service team, located throughout the US, can handle your in- and out-of-warranty service needs.



OEM Part Replacements

Minimize downtime when you have the parts you need on hand:

- We offer multiple service levels including shipped in advance, next-day, or two-day shipping.
- Leverage our on-site parts warehouse option for immediate availability.

Which SmartCare services are right for you?

1. Clinical Device Assessment

Do you rely on experts to assess your technology needs?

2. On-Site Technicians

Is managing your workstations the best use of your IT staff's time and resources?

3. Uptime Service Program

When workstations go down, do they go out of service for days at a time?

4. Rhythm Software

Do you know the status of your entire workstation fleet at a glance?

5. Product Evaluation Program

Were you given a test-run period before your last workstation purchase?

6. Clinical User Training

Do your nurses receive formal training to operate their workstations?

7. Quarterly Optimization Review

Do you know whether you have too few or too many workstations?

8. OEM Parts Replacement

Do you maintain spare parts to expedite basic workstation repairs?

9. Fixed Mount Workstations

Do you have a clinical strategy for the deployment of fixed mount workstations?

10. Onsite/Factory Integration

Is your team equipped to integrate a truckload of peripherals and dispose of the packaging?



One call sets up a consultative review to discover the **SmartCare** service and support plan that fits your needs.

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Call 888-909-8920 or email us at info@enovatemedical.com