

DATA SHEET

# Medical Technology Support

## A Source Support Life Sciences Service Program

Medical technologies are swiftly becoming more advanced. Customization and specialized orders enable more efficient use for the doctors, lab technicians, hospitals and doctor's offices that acquire them, but add layers of complication to any technical support demands these customers expect you to supply. You want to be sure the equipment always works when your customer needs it, but dedicating time and resources into support services to correct a malfunctioning system takes away from your ability to expand and provide new and improved product capabilities to your customers.

Source offers a solution to help you focus on building your portfolio, deploying new products and increasing sales. We make it our goal to provide high-quality, cost-effective medical technology support and expertise that you can deliver as part of your services portfolio. With our support capabilities, your business can enter a global market and create a new profit center quickly, without the waiting time to build and support your own program organically. If you already have a support team in place, we can augment your field engineering teams so they have the freedom to sell more of your products, provide the extra man-power you need when you experience cyclical surges in sales or deliver support at locations you don't currently serve.



To date, Source has supported over 60,000 medical carts throughout the U.S. and Canada



We perform an average of 30 service engagements in various hospitals every day



98% or better SLA success rate

Since it was founded in 2001, Source has been a leader in the global IT services industry. In 2008, we expanded our service capabilities to include medical cart technologies. In that time, we have supported over 60,000 medical carts throughout the United States and Canada for a major medical technology company. Today, we perform an average of 30 service engagements in various hospitals every day with a 98% service level agreement (SLA) success rate. With our existing global presence already established, we can seamlessly provide medical technology support around the globe to enable hospitals, medical cart providers and technology providers to build out their services and support offerings.

## Complete Support

Our team of Support Engineers in our Support Operations Center (SOC) is available 24 hours a day, 7 days a week, 365 days a year to offer troubleshooting and diagnostics support. Should our team determine the need for a replacement part or on-site repair service, we will meet SLA delivery options of:

- 4-Hour
- Next Business Day

This means that from the time of diagnosis, Source will have a part and/or technician on-site within these timeframes to meet the established SLA. Our business day hours are standard 8am-5pm site local time.



**24/7/365 Troubleshooting & Diagnostics**



**Replacement Parts**



**On-Site Repair Service**

In addition to our SOC troubleshooting support and our on-site repair services, Source can also provide:



### RMA Management

to return a defective part to either you or the original manufacturer to claim it defective or return it as a usable part for future repairs



### Parts Repair

for parts shipped to our Repair Depot, located just outside of Atlanta, Georgia. Our team can refurbish parts for reuse or resale, recycle parts following environmental compliance regulations, or assist with resale or parts that have no current business use and return all value directly to you. Source can manage shipping to and from our Repair Depot to ensure that your equipment is returned efficiently.



### Parts Testing

as a preventative measure for items like batteries and power supplies, so your equipment is always ready when you need it. Our Parts Testing service takes place in our Repair Depot. Source can manage shipping to and from our Repair Depot to ensure that your equipment is returned efficiently.

## Source Techworks

Source Techworks is our worldwide network of authorized service engineers who are trained and certified via Source Academy, our global eLearning program. This on-demand field force has the professional experience to deliver high service quality that can be used to meet increased on-site service requirements and help you expand to new geographies. As part of our Source Techworks program, our Technical Recruiting Group works tirelessly to recruit, retain and manage a reliable network of service professional local to your customer's location.



Having Source Techworks professionals local to your customer's site enables us to reduce unplanned downtime for your customers so the systems they need to stay organized and ready to respond are quickly returned to working order. We want to ensure that your services are performed by a familiar, trusted professional every time.



Source ensures that every technical service professional in our network is trained and knowledgeable with your customer's system. Our eLearning modules created through Source Academy ensure in-depth knowledge of each require solution, so every one of our technicians arrives on-site prepared to perform expert-level engagement.



For sites that maintain high security measures, Source partners with vendor-certified technicians for VendorMate and Reprax tracking companies. This allows us to immediately proceed with services solutions in restricted and vendor-tracked hospitals.



## Source Academy Training and Certification

To ensure that every Support Engineer in our Support Operations Center and every Source Techworks professional who performs on-site service solutions is trained and knowledgeable with your systems, Source employs our eLearning training program, called Source Academy.

Our eLearning training modules are available anytime, anywhere in the world. As a result, the same training experience is identical for each of our service professionals, and they can access and engage with each training session as their schedule allows. You can be sure the training they received was thorough and detailed to prepare them to service your systems because Source will work with you to design each training module and certification assessment. In addition, Source monitors which of our service professionals have completed each training module and attained the certification. This means that only certified, highly-knowledgeable technicians will arrive on-site to perform each service engagement.

**SOURCE**  
academy



Should any challenge arise in the field which requires the Field Engineer to seek additional expert advice, our Support Engineers have direct access to medical carts right in our Support Operations Center. This allows them hands-on training and a physical system to reference should any questions arise, which means that your customers will receive expert-level engagement and support every time.

Source has years of experience in medical technology support. Our global network of certified service professionals helps your business scale quickly in a flexible and cost-effective way, while maintaining the highest-quality service you expect. From troubleshooting and diagnostics, to on-site support and repair, to RMA management and parts testing and repair, Source offers a complete services solution for your medical technologies.

If you would like to learn more about our medical technology support services, please contact one of our representatives.