

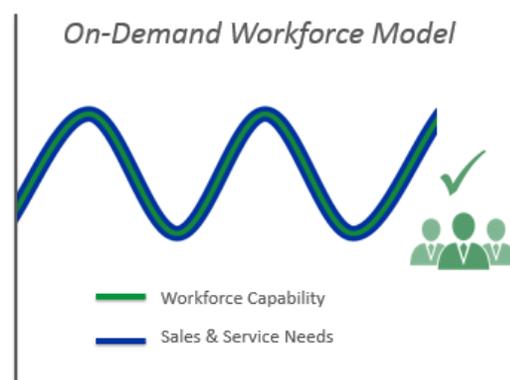


# Medical Technology Support Services

Whether your customer has a telemedicine cart in a remote geography, a mobile ultrasound system in the middle of a bustling metropolis, or a chemistry analyzer in a research clinic, they need to feel confident that their medical technology will work when they need it most. If it is unavailable, doctors or lab technicians cannot view medical images to confirm a diagnosis, patients cannot receive care, and appointments must be rescheduled, creating a backlog. You want to be sure your equipment always works when your customer needs it, but dedicating time and resources into support services to install or repair a system takes away from your ability to expand and provide new and improved product capabilities for 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 around the globe that you can deliver as part of your services portfolio. If you already have a support team in place, we can augment your professional field support team so you can deliver support in locations you don't currently serve or simply bolster your resources when you experience cyclical surges in sales.

Source's medical technology support capabilities range from client computing and diagnostics workstations to mobile imaging systems and telemedicine carts to chemistry analyzers to advanced server, storage and networking. Our comprehensive services solution provides support throughout the product lifecycle, including installation deployment, troubleshooting and diagnostics, on-site repair, parts logistics and planning, depot repair and parts testing, de-installation, and asset recovery. Our future-proof service solutions are presented in a variable, on-demand services cost model that allows you to expand into new markets on the fly and similarly contract when needed without major disruptions to your organization.



 We manage nearly 18,000 service transactions each month

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

 98% or better SLA success rate

From the beginning, Source's innovative, quality-controlled service programs have helped to re-define the outsourcing experience for technology manufacturers. In 2008, we expanded our service capabilities to include medical technologies. In that time, we have supported over 60,000 medical systems throughout the United States and Canada. Today, we manage nearly 18,000 service transactions per month and average 98.4% SLA achievement, 96% Customer Satisfaction and 99.2% first time fix for these events within 4-hour and next business day SLA in over 100 countries. With our existing global presence already established, we can seamlessly provide medical technology support around the globe to enable hospitals and medical technology manufacturers to build out their services and support offerings.

## Comprehensive Services Solution

Our comprehensive services solution provides support throughout the product lifecycle, including installation deployment, troubleshooting and diagnostics, on-site repair, parts logistics and planning, depot repair and parts testing, and asset recovery.

 <p><b>Installation Deployment</b></p>	<p>Source provides localized installation services via a cost-effective installation program that includes project management capabilities to assist in scheduling and execution management, ensuring a seamless installation solution for your medical technology solutions.</p> <p>Our installation deployment services include unboxing, assembly, power-up sequencing and configuring.</p>
 <p><b>24/7/365 Troubleshooting &amp; Diagnostics</b></p>	<p>Our team of support professionals in our U.S.-based Support Operations Center (SOC) is available 24/7/365 for troubleshooting and diagnostics support. Each of our Support Engineers is individually certified to work on our customers' systems and is given detailed partner service guidelines outlining communications protocols and accurate representations of you and your team to ensure the highest quality engagement as we represent you.</p>
 <p><b>On-Site Repair Services</b></p>	<p>All on-site engagements are tracked and managed by our team in the SOC and are performed by a local, certified field service professional from our Source Techworks network.</p> <p>We offer SLA delivery options of 4-hour or next business day, meaning that from the time of diagnosis, Source will have a field service professional and/or a replacement part on-site within these timeframes to meet the established SLA. Our business day hours are standard 8:00AM-5:00PM site local time.</p>
 <p><b>Parts Logistics &amp; Planning</b></p>	<p>Managed logistical movements reduce the risk of potential downtime so your customers get the parts they need in a seamless, high-quality manner. For international shipments, our trade and compliance experts ensure that parts shipment within each country is compliant with local laws, minimizing any issues that can result in delays. Our logistics movement capabilities include: our Atlanta, GA based Distribution Center, 900+ Forward Stocking Locations around the globe, parts delivery, physical inventory, on-site inventory exchange, parts stocking and parts planning.</p>
 <p><b>Depot Repair &amp; Parts Testing</b></p>	<p>Source enables you to have a more productive supply chain with our depot repair services through our state-of-the-art Depot Repair Center near Atlanta, GA. Our depot professionals are trained on each product, managing a wide spectrum of repairs to help our customers improve lifecycle management and reduce shipping costs and delays. Our capabilities include business-to-business preventative testing solutions, technical staging and repair and end-of-life erasure and scrapping services.</p>
 <p><b>Asset Recovery</b></p>	<p>If your customers replace a defective part or update and upgrade their equipment, Source wants to ensure that you recover the used assets. Our Asset Recovery services help you maximize the value of your equipment and avoid waste. We can return products to you, repair and test them, send them directly to the manufacturer or even recycle those parts, all while ensuring that the value recovered returns directly to you. Our Access Recovery services include: RMA management and asset disposition.</p>

## Source Techworks

Source Techworks is our worldwide network of authorized field service professionals 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 professionals 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 be 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 field service professional in our network is trained and knowledgeable with your system. Our eLearning modules created through Source Academy ensure in-depth knowledge of each required solution, so every one of our field service professionals arrives on-site prepared to perform expert-level engagement.

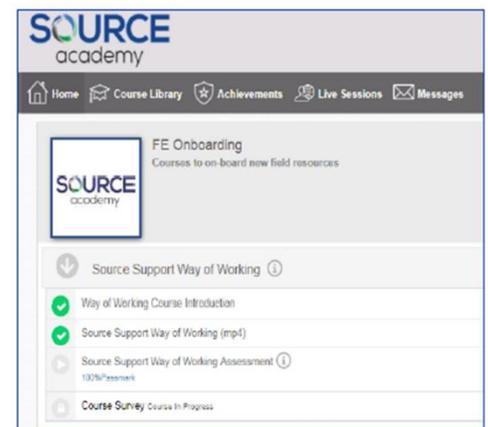


For sites that maintain high security measures, Source partners with vendor-certified professionals with VendorMate and Reprax tracking companies. This allows us to immediately proceed with services solutions in restricted and vendor-tracked hospitals.

## Source Academy Training and Certification

To ensure that every support professional in our SOC 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 service professionals will arrive on-site to perform each service engagement.



Source has years of experience in medical technology support. Our global network of certified field service professionals helps your business scale quickly in a flexible and cost-effective way, while maintaining the highest-quality service you expect. From installation deployment and troubleshooting/diagnostics, to on-site repair and parts logistics and planning, depot repair and parts testing and asset recovery, 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.