



**SOURCE**  
SUPPORT

DATA SHEET

# Medical Technology Support Services

## Overview

Source Support Services provides outsourced technical product support services to leading medical technology manufacturers. Our comprehensive onsite services solution provides same day and next business day support throughout the product lifecycle, including installation deployment, preventative maintenance, on-site repair, and service parts logistics.

Our medical technology product support capabilities range from biomedical equipment such as sterilization, fluid waste management, ultrasound, laboratory equipment, and PACS IT and diagnostics workstations to advanced server, storage, and networking.

## Introduction

Few industries are under as much stress from all sides today as healthcare, and everyone from physicians to administrators must be able to trust that their equipment will work as it is supposed to, every time. We are recognizing a greater shift in service delivery for the medical technology market as expectations mount for faster response time, greater service resiliency to meet unexpected challenges without interruption, and stronger balance of workforce utilization across varied routine and complex service engagements. More and more often, service organizations are looking for ways to meet these challenges with a cost-efficient services solution that will continue to protect their brand.







High quality service delivery performance and immediate response times are a requisite standard in the healthcare industry because end-user operations and patient health outcomes often hang in the balance. The 2020 global pandemic has amplified this focus as challenges such as travel restrictions and workforce availability caused medical technology service organizations to rethink how they deliver services.

Source Support Services offers a technical product services solution to support or augment your organization to deliver high quality global installation deployment, onsite product support, and service parts logistics services as an extension of your organization.

Our medical technology product support capabilities range from biomedical equipment such as sterilization, fluid waste management, ultrasound, laboratory equipment, and PACS IT and diagnostics workstations to advanced server, storage, and networking. Our comprehensive onsite services solution provides support throughout the product lifecycle, including installation deployment, preventative maintenance, on-site repair, and service parts logistics. Our future-proof service solutions are presented in a variable, on-demand services cost model that allows you to expand service capabilities and coverage and similarly contract when needed without major disruptions to your organization.



### Supported Technologies

-  PACS/IT Workstations
-  Sterilization Equipment
-  Chemical Analyzers
-  Fluid Waste Management
-  Imaging & Diagnostics
-  Telemedicine



## Comprehensive Services Solution

Our comprehensive onsite services solution provides support throughout the product lifecycle, including installation deployment, preventative maintenance, on-site repair, and service parts logistics.



### Installation Deployment

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.

Our basic hardware installation deployment services include unpacking, inspection, inventory, assembly, power-up sequencing and configuring. With our advanced system installation services additional configuration steps are included to get your solutions up and running within the end-user's environment.

If you already have a field team in place, Source can augment your field engineering teams, either by supporting them onsite or by adding resources to handle more installation engagements.



### Onsite Product Support

Source provides 24x7x365 same day and next business day onsite support services including preventative maintenance and equipment repair.

Source partners with more than 12,000 highly trained technical field service professionals in over 110 countries who make up our Source Techworks network. It is a foundation that provides you with an on-demand, hyper-local field force that will continue to grow and expand, and that has the professional experience to deliver high service quality.

Each Source Techworks service professional is backed up by our 24x7x365 Support Operations Center (SOC) – this team is certified in expert troubleshooting, diagnostics, and services delivery engagement and follows detailed customer service procedures and guidelines that outline all communication protocols and work instructions to ensure that we consistently deliver high-quality service performance that accurately represents your brand.

The combination of Source Techworks and the expert-level technical support and case management of our Support Operations Center, enables us to provide consistent and professional onsite service engagements around the globe every day.



### Service Parts Logistics

Source provides same day and next business day global end-to-end managed service parts logistics solutions for coordinated, seamless international parts movement, stocking, management, and recovery to meet our customers' SLA requirements and quality expectations.

Our managed service parts logistics solution relieves the burden of managing nearly all your day-to-day logistics operations. We oversee your tactical logistics processes so your teams can focus on the case-level relationship with your customers.



## Key Service Capabilities



### Culture of Quality assures outstanding service delivery

We are committed to being an integral part of our customers' technical product services teams delivering innovative and quality-driven solutions that advance the overall customer experience. From building resiliency into our field service network to enabling same day or next business day service level agreements, we make it our mission to deliver mission-critical support and services to keep your end-users' business operations running smoothly.

Built upon excellence, transparency, collaboration, process adherence, and quality-driven thinking

- Over 98% SLA Achievement
- Above 95% cSAT
- 95% First Time Fix
- 99.98% Inventory Accuracy



### Source Techworks Global Variable Workforce

Source Techworks is our worldwide on-demand technical network of authorized field service professionals. Each Source Techworks member is trained and certified on each product to ensure a consistent, high-quality service experience for your end-users. This local, on-demand field force has the professional experience to deliver high service quality and advanced skillsets in areas such as enterprise data center technologies, medical technologies, and HPC and cloud data center technologies.

As part of our Source Techworks program, our Technical Recruiting Group works tirelessly to recruit, nurture, and manage a resilient network of service professionals local to your end-user's location.

Localized, on-demand technical field service professionals

- 12,000+ network of authorized field service professionals
- Same Day or Next Business Day onsite services delivery



**Local, On-Demand Resources.** 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.



**Trained & Certified.** Source ensures that every field service professional in our network is trained and knowledgeable to support your equipment. Our Source Academy eLearning modules 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.



### Source Academy Training & Certification

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

- Custom designed training courses and related assessments ensure in-depth knowledge of each product and service solution
- Thorough, detailed training ensures expert-level engagement – reducing errors and dramatically decreasing unnecessary downtime



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 Central Technology Platform** is a scalable solution to meet all your global service needs

Source Central, Source Support's services management platform, provides a unique solution as a single point of coordinated service delivery for service parts logistics and onsite services. Source Central allows customers to rapidly deploy, track, and manage all their services efficiently from their customer service system with the highest levels of quality delivered through integration and automation.

With its own set of unique service management capabilities, Source Central integrates, manages, and automates service activity including our large-scale global field service network, our global training and certification program, detailed case process engagements, and the ability to coordinate the delivery, management, and recovery of parts.

Unique, scalable services management platform

- Single point of coordinated service delivery for service parts logistics and onsite services
- Customized, integrated flow in one pane of glass



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 to on-site maintenance and repair to global service parts logistics, 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.

