



# POINT-OF-CARE SERVICE & SUPPORT



CAPSAHEALTHCARE



# Service Level Commitment

## 24/7 Support

Capsa Healthcare's approach to customer service provides you with comprehensive support to ensure your complete and ongoing satisfaction. This commitment to you goes beyond a department in our company or any program we offer. Superior customer service and the supporting programs we offer are representative of our culture as a company and have helped establish Capsa Healthcare as a service leader in the industry.

### Personalized Customer Support

When a service request is entered through our website, our help desk responds within 2 business hours, collects details concerning the issue, and works to reach a resolution as quickly as possible. The help desk provides hardware and software support, dispatches parts and if needed, schedules field engineers to be on-site the next day.



*Support Response Within 2 Business Hours*



*Next Day Parts*

### Parts & Components Replacement

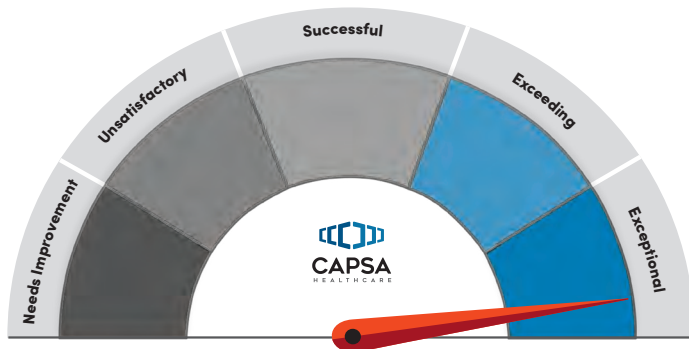
A key piece of our customer support is the next day availability of parts and components. Parts are warehoused in a centralized location for priority overnight shipping to ensure next business day resolution of any mobile workstation service issues.

### On-Site Field Service

On-site support is designed to ensure our customers can focus on facility initiatives – not maintaining a cart fleet. To meet our next business day resolution commitment, we utilize an established network of certified Field Engineers, and support the specific project need through project consultation and Help Desk phone support.



*Next Business Day On-Site Service*

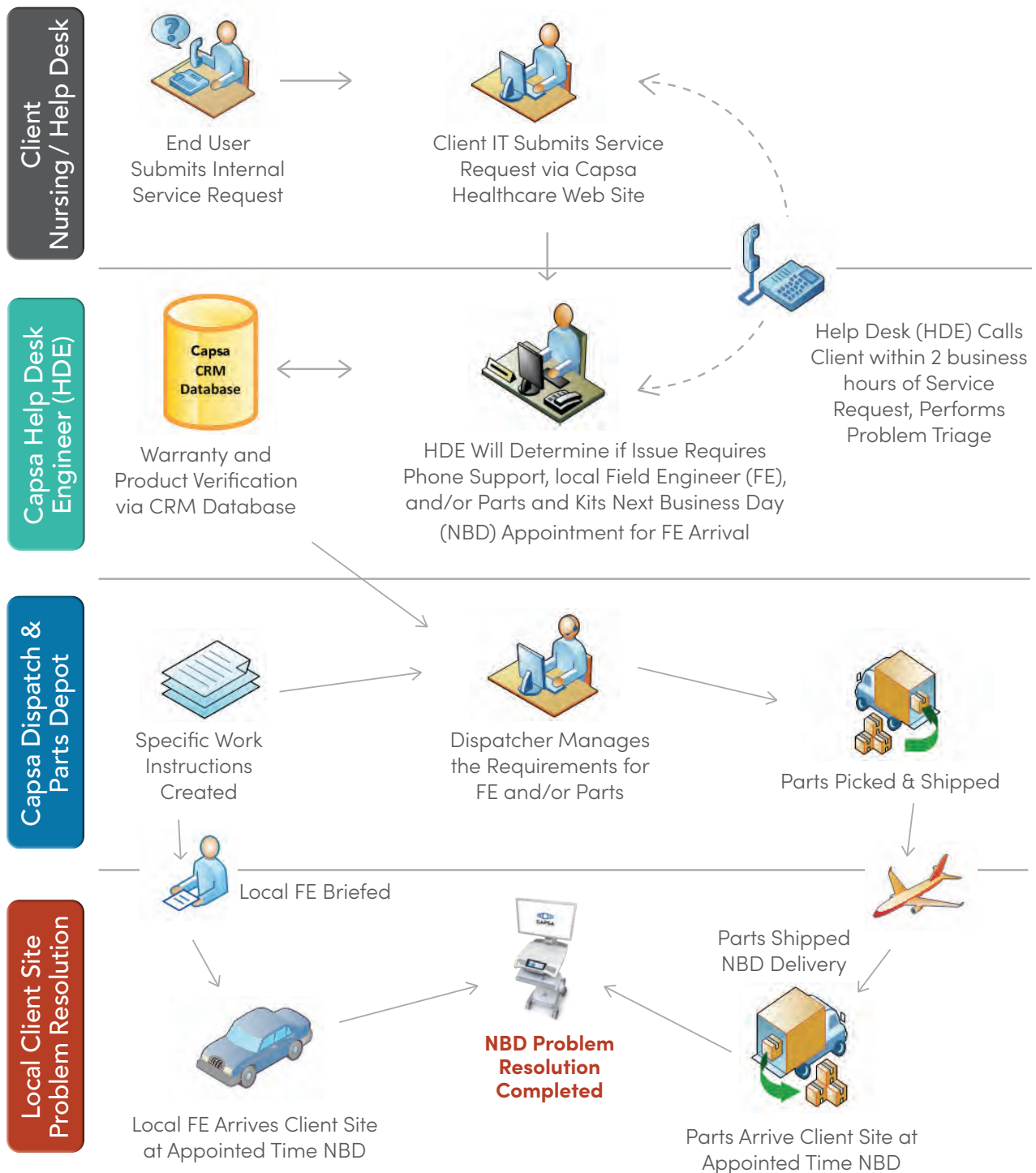


**96% Very Positive** Customer Service Experience Rating  
**99% of Customers** Would Recommend Capsa to a Colleague

# Service Resolution Process

## Process Illustration

Capsa Healthcare products are engineered and tested to perform in a 24/7 clinical environment. However, should you require support for any service issues, we offer a comprehensive service program focused on rapid resolution to keep your fleet operational and your clinicians supported.



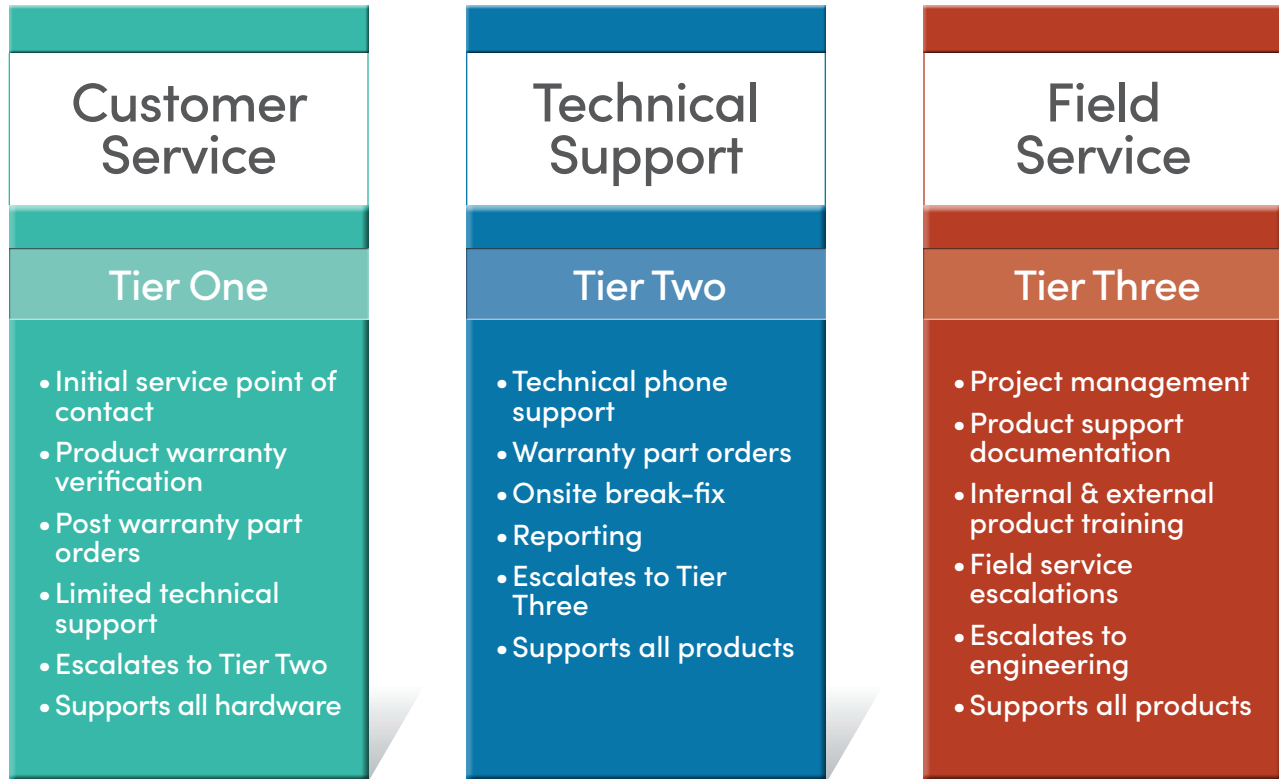




# Three-Tiered Service Program

## Customer Care Team

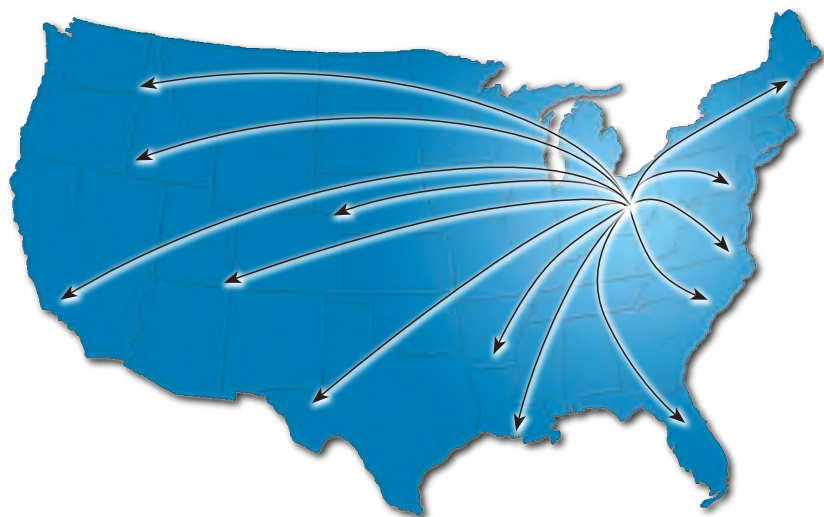
Our driving purpose is to ensure our customers are receiving the best service and support to maintain the uninterrupted delivery of healthcare. Capsa's three-tiered service program consisting of Support, Technical and Project Management services is designed to better serve your facility.



*“Your staff is always pleasant and courteous.... they go out of their way to help you get what you need.”*

**I.T Director**  
180 Bed Acute Care Facility

### Centralized Parts Distribution





# Support Programs

## Plans & Service Offerings

### Support Services

Capsa Healthcare offers a broad range of optional support services to meet your facilities ongoing product support needs. Services include assessing the health of a facility's cart fleet, the deployment of new carts, adapting carts for future needs and providing warranty and service information for current fleets.

#### Installation, Integration and Deployment

Installation and integration services are available for deployments of carts and wall arms. Includes unboxing, integration of customer technology and cart function testing.

#### Fleet Assessment Services

Capsa will assess the health of a facility's cart fleet and provide a fleet health report with options for small or large deployments.

#### Product Upgrades

Capsa's mobile computing carts are built on an adaptable and flexible platform. This allows for future upgrades as facility requirements change. Consult with your regional sales manager for applicable configurations.

#### Asset Management System

A web-based asset management system contains relevant information about every asset in the field including all services performed and product warranty information. This allows us to generate client specific reports and follow every service event through to completion.

### Asset Support Plans

In addition to our standard benchmark warranties for superior workmanship, materials and assurance against manufacturer defects, Capsa offers extended warranty programs or optional preventive maintenance programs to maintain optimal product performance.

#### Extended Warranty Offerings

Capsa Healthcare offers extended warranty options that provided coverage of integral components and elements to follow the initial limited warranty period.

#### Preventive Maintenance Programs

Peak performance of your mobile computing cart fleet is key to supporting your EHR initiatives. Capsa provides preventive maintenance recommendations or offers periodic cart fleet inspection services and maintenance programs to support optimal performance.

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*“Capsa Healthcare was with us throughout the entire implementation process and beyond; they met expectations, and exceeded them.”*

**Michael Garcia, SVP & CIO**  
Jackson Health System

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Elevating performance,  
**every day.**



Certified ISO  
27001:2013



Certified ISO  
9001:2015



**CAPSAHEALTHCARE**

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