Hillrom™

Welch Allyn® Connex® Clinical Surveillance System

SmartCare™ Services Program

UNIQUELY COMMITTED TO PROVIDING THE TECHNICAL SUPPORT YOU NEED

We've got you covered with services and support plans to help keep your Welch Allyn® Connex® Clinical Surveillance System up and running. We offer a plan to ensure you have the most current software, as well as proactive maintenance options—all at an affordable cost. As your extended service team, we are here to handle your support needs, allowing you to focus on what's most important—quality patient care.

PREDICTABLE COSTS

All costs for your support program are discussed upfront so there are no surprises along the way.

SIMPLIFIED SUPPORT

No need to worry about your system—if service is needed, simply call us and we'll work to resolve any issues. We're here to help enhance your efficiency by making sure your system is available when you need it.

INVESTMENT PROTECTION

We understand that budgets are tighter than ever before, and once you make an investment, you expect it to last. That's why we tailor coverage for your current solutions and software, as well as future releases, to ensure your technology investments can evolve as your needs change.

PARTNERSHIP

Hillrom support professionals are all employed by Hillrom directly, so there is no third-party involvement. We partner with your internal team every step of the way and never try to "take over" your existing procedures or departments.

Protect your patients with proactive service solutions.

Our Premium Support Program is designed for facilities that require EMR system integration and maintenance.

	FEATURES	PREMIUM
Telephone and Remote Services	Direct Access to Priority Phone Support	X
	Remote Diagnostics and Repair	X
	24 x 7 x 365 Telephone Support	X
Clinical Training	Initial Clinical Education	X
Technical Training and Certification	Technical Training Allowances	Two Techs/ Year
Software/Systems Support	Embedded Software Maintenance	X
	Software Updates	X
	Discounts on Licensable Features with Upgrades	5%
	EMR Interface Map Changes	Twice Annually

For more information, contact your Hillrom sales representative or visit hillrom.com.

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hillrom.com

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Hill-Rom reserves the right to make changes without notice in design, specifications and models. The only warranty Hill-Rom makes is the express written warranty extended on the sale or rental of its products.

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