Prime Performance Technologies, Inc.

vocera   SUPPORT SERVICES

Prime Performance Technologies, Inc. (PPT) is a wireless systems integrator providing products and services to government and commercial organizations in the mid-Atlantic region since 1991. PPT has had a relationship with Vocera since the product became commercially available, first as a value-added reseller and now as a Vocera Support Services Provider.

PPT has been offering a complete range of services to Vocera customers, from wireless infrastructure validation and remediation through implementation services and post-implementation support services. Vocera Support Services are available as a "Total Care Package", a "Customized Package" or on an Ad-Hoc, "as and when required" basis.

Total Care and customized services are offered on an annual, renewable, contract. The annual cost of the services is payable as a lump-sum at the start of the contract period.

The price of the contract is based on the type and size of the Vocera deployment, the location of the customer and the type of service contract desired.

TOTAL CARE PACKAGE

Vocera is a communication system that can deliver significant increases in caregiver productivity and improvements in patient care. Ensuring that the system continues to deliver these gains over its life-cycle requires continuous system monitoring and user training along with a frequent check of the wireless infrastructure.

PPT has a "high-touch", "high-visibility" approach to its services. Our personnel are on-site every week and visit each department where Vocera has been deployed. During each visit, they collect malfunctioning hardware under warranty, anecdotal information (coverage issues, recognition issues) and are available to answer questions, provide assistance to users and conduct one-on-one training on particular features, as required. The data that we collect highlights areas that we need to investigate, escalate or fix. Overall this approach leads to higher user acceptance, shorter intervals to problem resolution and a better return on investment.

Support services customers are required to provide access to Vocera servers at their location(s) through a secure remote access facility.

Help Desk

Super Users and Managers can call for help on a 7 x 24 basis. We provide two mobile phone numbers, one for the primary support person assigned to the account and one for the backup.

Trouble Tickets

As and when Vocera hardware or software related problems and issues arise at your location, PPT will open Trouble Tickets with Vocera and work with them to gather appropriate data and resolve any site-specific issues. We will apply resulting patches and fixes.

RMA Handling

Depending on the customer's location, we will either pick-up defective Vocera hardware that is under warranty or provide the customer with pre-printed FedEx AirBills. All deliveries are either in person or via FedEx.

Upon receipt of items under warranty, we record receipt, verify that the problem exists and forward the items to Vocera for repair/replacement. Upon receipt of repaired or replaced items from Vocera, we record receipt and forward the items to the customer. Replacement Badges are configured and tested before they are sent to the customer.

On the first Monday of every month, the customer receives a RMA report – what came in, what was sent back and what is still pending.

Database Management

PPT will add and modify groups, assign proper permissions to groups and ensure the integrity of the database by running frequent validation checks.

Employees are added or removed if the customer so desires. As healthcare facilities have a high turnover of personnel, including staff from professional agencies, this task is generally performed by designated hospital personnel.

PPT monitors the usage of global address book entries, groups and group membership and provides a quarterly list of entries that could be removed. Upon receiving customer approval, PPT will remove seldom used entries.

Vocera Reports

Vocera's Reports Server offers a wide-variety of pre-set reports. These reports can be executed on an on-demand basis or can be scheduled to run at predetermined intervals.

PPT will run traffic and diagnostic reports every week and analyze the results. Anomalies, including the identity individuals who are achieving less than the target recognition rate and possible wireless equipment (Access Point) problems. will be forwarded to the appropriate supervisors every week. PPT will then work with the department head, super-user and the individual to determine the cause and, with management approval, take corrective action, including one-on-one remedial training.

Training

Once one has been properly trained, one finds Vocera's command structure to be quite logical and intuitive. Since the system is based on speech recognition, proper wearing of the communication device along with proper enunciation and pronunciation of commands makes the system function as designed. It increases the system's ability to correctly interpret the spoken command and makes for efficient communication.

Speech recognition is a completely different communications paradigm for most new users. Even after users are initially trained, their speech recognition rate must be continually monitored and corrective action taken.

PPT will hold new user and remedial training at the customer's facility for one full business day every quarter.

Patches, Service Packs and System Upgrades

Vocera releases up to 4 Service Packs a year and new release approximately once every 2 years. Patches are released on an emergency basis and the frequency is unpredictable.

PPT has a very conservative approach to system upgrades. We generally do not install new releases until the after the first Service Pack is released (unless the release contains a feature or fix that is urgently required at your location).

PPT will coordinate and schedule the application of Patches, Service Packs and System Upgrades with the clinical staff and with the customer's IT department. The goal is to apply patches and install Service Packs and Upgrades while minimizing the impact on the user community.

Some system upgrades introduce features that impact the clinical staff and require additional training on the features and their use. This additional training is included in the Total Care Package.

Wireless Network, Vocera Server, Vocera Telephony Server and PBX Problems

PPT will work with the customer's IT staff, voice communications staff and with Vocera's Technical Support personnel to identify and resolve all issues relating to the Vocera system.

CUSTOMIZED SERVICES

This can include all services included in the Total Care Package along one or more optional services or be a subset of the Total Care Package plus some optional services. We can customize an offering that meets your needs.

AD-HOC SERVICES

All services, including optional services, are offered unbundled. A customer can order one or more services on an "as and when required" basis. These services are offered on

a Time & Materials (T&M) basis with the understanding that any and all commitments are subject to preemption by customers with annual contracts.

OPTIONAL SERVICES

PPT offers additional Vocera services that are available as part of a Customized Services package and on an ad-hoc basis.

Wireless Site Survey, Wireless Validation Survey and Remediation

A healthcare facility must have a robust wireless local area network (WLAN) infrastructure with ubiquitous coverage, a good signal level and a low noise floor.

Wireless site surveys are performed in "greenfield" situations – either a WLAN infrastructure does not exist or the existing infrastructure is to be replaced. PPT will conduct the survey using an Access Point (AP) of the make and model to be deployed, following a classical "geenfield" site survey methodology. Customers are then provided with a site survey report that depicts the exact location of each AP. Once the APs are installed and configured, PPT will conduct a validation survey to ensure ubiquitous coverage and a good signal level for clear voice communications.

Wireless validation surveys are performed to ensure that the installed WLAN infrastructure provides ubiquitous coverage, a good signal level and has a low noise floor. All problem areas are identified and the problems noted – no coverage, low signal level, high noise or co-channel interference. PPT will work with the customer's IT department to resolve these issues.

PPT is sometimes tasked with performing a remediation survey to identify the source(s) of the interference. Besides a high-end and highly accurate, location-based, Wi-Fi data capture tool, PPT owns a spectrum analyzer that is capable of scanning all frequencies from 10 MHz to 3 GHz, including Medical Telemetry.

Deployment Services

We work with Vocera on an initial deployment to ensure a smooth transition to post-deployment support services. The exact tasks undertaken by either company on any particular deployment can vary.

Organizations frequently undertake major system changes and expansions. These events include adding departments, locations, introducing new communication devices and upgrading to high-availability configurations.

Prime Performance Technologies

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Customer Testimonials

"The services that Prime Performance Technologies, Inc. provides to my department are of the highest quality from both a technical perspective and a customer service perspective. It works like this - I call, Prime Performance fixes it. There are no service tickets, forms, paperwork, etc. for ME to deal with. They handle it all."

Sharon Gibbs, MSHA, CRA, CNMT
Manager, Nuclear Medicine/PET
VCU Medical Center
Richmond, VA

"SJMC started deploying Vocera over 3 years ago and it has been a success story. The hospital consistently has over 225 users logged-on and the call volume continues to increase - an indication of the acceptance of, and reliance on, the technology. Prime Performance Technologies, Inc. has been with us every step of the way and our success is, to a large extent, a result of their professionalism and dedication to supporting the system and the user community. The Vocera system is a wonderful tool that leverages our staff in many ways, but it is a very complex assemblage of technologies that require enormous skill to install and deploy successfully. Prime Performance technologies has that skill. PPT has been an unfailing advocate of the Vocera system and has invested in the technical and training resources to function as a true partner with SJMC in our deployment. I believe that we would never have been able to have the system that we have in place without the professional services of PPT."

Jose deBorja
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