



Derive Point of Care Services

- Extensive onsite review and documentation of current state information including:
 - End user technology assets
 - Standard and emergency power requirements
 - Receiving, Staging and Deployment readiness
- Platform selection process including:
 - Short-list appropriate platform types according to proposed workflow requirements
 - Conduct technology platform evaluations and end-user fairs
 - Develop evaluation protocols including surveys
 - Collaborate on final device type and distribution matrices associated with shift staffing levels
- Complete procurement services
 - Experienced working in multi-vendor, multi-contract environments
 - Manage procurement schedule to meet project delivery milestones including items sourced from other partners
- Complete deployment services
 - Provide project management through planning, deployment and day-two support
 - Dynamically staff additional line managers, team leads and field technicians throughout deployment meeting specific resource and shift requirements based on project planning and site readiness
 - Stage equipment at Derive's NYC configuration center and customer warehouse; manage shipping and logistics requirements
 - Help coordinate "just in time" local deliveries
 - Provide engineering assistance in the development of base images for client platforms
 - Provide service support to augment hospital IT staff during Go-Live
 - Coordinate requirements for mounted platform solutions with hospital clinical, engineering, facilities, fire safety and others.
 - Manage and directly deploy technology and associated requirements within isolation, intensive care and operating room environments following strict infection control and other protocols.
 - Provide comprehensive reporting throughout regarding project plan status, critical path items, etc.
- End-user and IT training
 - Work with Nursing Education leadership, Derive prepares the training materials necessary to train the nursing education staff.
 - Derive personnel directly deliver all training to hospital nursing for all shifts.
 - Derive provides training to hospital IT staff regarding specialized mobility equipment and associated applications.



Derive Comprehensive Onsite Support Agreement

Derive will provide a comprehensive support plan to include newly acquired as well as existing devices at customer locations. Derive's support offering includes the following:

- Comprehensive SLA's developed in conjunction with customers clinical and information technology representatives.
- Derive full-time, onsite staff during standard business hours responsible for:
 - Respond to requests for service within agreed SLA's
 - Respond to alerts generated by cart management software (example: battery discharge thresholds exceeded)
 - Proactive "Rounding" of hospital units (includes preventive maintenance components)
 - Schedule to be developed with customer based on critical and non-critical unit requirements
 - Health checklist performed on every cart with reports provided
 - Ticket entry of Derive- identified problems with associated resolutions
 - Unit-level nurse station sign-off upon completion of rounds
 - Continuous improvement processes regarding user training and user needs/concerns (example: managing carts re-charging requirements)
 - Cart "health" management and proactive scheduling of preventive maintenance and component refresh (example: batteries)
 - Comprehensive service system integration, reporting and communication
 - Derive will use or interface with customer ticket management systems for seamless trouble ticket management
 - Derive will attend customer scheduled calls regarding SLA attainment, high or urgent ticket status and escalation, etc.
 - Monthly comprehensive reporting and discussion regarding root cause analysis of ticket histories, trending, training issues, etc.
- 24/7 Availability
 - Named Derive service staff will be on-call to customer for critical ticket issues outside business hours.
 - Primary and secondary engineers
 - pre-screened by customer with badges and a complete understanding of customer facilities, guidelines and protocols
 - escalation managers
 - Notification by: Toll-free, direct contact and ticket-system email alerting.
- Formal resolution commitments
 - Derive will work with customer to structure a service delivery plan meeting the hospital's resolution expectations – including, where applicable, X-hour resolve.
 - Components of this plan include:
 - Spare cart allocation and deployment process
 - Spare parts inventory provided and maintained by Derive