

Healthcare Solutions Customer Support North America Program Overview

Introduction

Swisslog's extensive Customer Support organization and comprehensive program offering is unsurpassed by another other hospital automation provider.

Our team is with you every step of the way from initial system start-up, through staff training, around the clock, every day of the week. Swisslog is there in person, on the phone, via modem – We provide the largest, best-trained staff delivering the fastest response time possible.

On Call – Technical Service Support

Swisslog Customer Support and Tech Support personnel can be reached from 8:30 a.m. through 7:00 p.m. EST, Monday through Friday. Emergency troubleshooting only is available through Swisslog's emergency paging system – after hours and on weekends (1-800-396-9666).

On-Call Customer Support services includes:

- ❖ Ordering Spare Parts
- ❖ Software upgrades
- ❖ Order Tracking
- ❖ Recommended Parts Lists
- ❖ Warranty Service Reports
- ❖ Parts Repairs
- ❖ Invoicing/billing issues
- ❖ Support packages (printed materials)
- ❖ Scheduling Training Classes

On-Call Technical Support services includes:

- ❖ Modem support
- ❖ On-call emergencies
- ❖ Preventive Maintenance
- ❖ Equipment modifications/additions
- ❖ Surveying system performance
- ❖ Assistance with replacement parts inventory
- ❖ Installation of new parts
- ❖ Staff training on site or at Swisslog facility

**On Call – Technical Service Support
1-800-396-9666**

Training Programs

System Start-Up Staff Training Programs

When a system is installed, our staff train your maintenance personnel on how to perform routine preventive maintenance and administer the system at your facility. Users receive training on how to send and receive items at the time of installation. In a healthcare environment, the Train the Expert and the Protocol Development programs are used to address important safety issues and ensure specimens and pharmaceuticals are packaged properly. After installation of the system, new employees can receive the same training from Swisslog trainers or from the Expert in their respective department. Please contact customer service for more information.

On-Going Staff Training Programs

Swisslog offers on-site training, which covers the operations and service of the system and runs for three and one-half days. Class typically starts on Tuesday morning and ends at noon on Friday.

Denver Training Center Program

In addition to on-site training, five-day classes are held regularly at our Denver Corporate Training Center. A large part of the program is devoted to hands-on experience where actual equipment is examined and serviced. Our training program is very valuable in enhancing the skills of a system's maintenance personnel to ensure the long-term performance of the system, quickly resolve user errors, minimize any costs associated with service calls and prevent down-times.

Training Class Registration Information

If you are interested in signing up for a training class in Denver, call 800-525-1841 ext. 7842. You will be able to confirm availability in the class that you are interested in attending and get your questions answered about the training programs. A confirmation letter will then be sent out, at which point, you should make your travel reservations. Information about local travel and accommodations are listed below. Travel arrangements should not be made until confirmation is received.

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Training Program - continued

Reservations are on a first come, first serve basis. Registration must be received by Swisslog at least three weeks prior to the program start date. All programs start on Monday, 8am and continue through Friday noon. A maximum number of attendees are accepted per program on a first come basis.

Programs with too few registrants will be canceled. Notifications will be made two (2) weeks prior to the program via telephone and program fees will be refunded. Cancellations must be made at least two (2) weeks prior to the start of the program. Program fees will be refunded. A cancellation fee of 10% will be imposed if canceled within two (2) weeks of the program.

**Training Programs – Call:
1-800-525-1841 ext 7842**
*Current Training Schedule can be
downloaded from our web site*

Preventative Maintenance Programs

Preventive maintenance is an important factor in ensuring the long-term high performance of your system. Please refer to the maintenance section in your system manual, or contact Customer Support to discuss a program that suits the usage of your system. PMAs are tailored to meet individual system requirements and budgets. Technical assessments and preventive maintenance are performed on regularly scheduled visits by our service technicians.

Customers who subscribe to Swisslog product service agreements receive special labor rates within the agreement and receive a 10% discount off purchases outside the scope of the agreements.

Pneumatic tube system customers receive a "downtime" analysis sheet. This information is extremely beneficial if you find you are required to justify the need for a preventive maintenance program.

**Preventative Maintenance Program –
Call:
1-800-396-9666**

Quantum System Customers

If you are a current Quantum customer and need information about service or parts, please call 800-396-9666. You will be connected directly with Swisslog customer support to assist you. For all other sales-related inquiries, please call 1-800-764-0300.

Swisslog's acquisition of the Quantum Pneumatic Tube system company has brought forth tremendous opportunities to both Quantum as well as TransLogic systems. While competing in pneumatic tube systems for many years, both companies were subjected to very similar challenges. Ironically, many of the solutions to these challenges were met using very similar techniques, however each company also implemented unique and different solutions as well. The convergence of these diverse solutions, technology, and experienced personnel will increase the strength of Swisslog as a pneumatic tube solutions provider.

Swisslog is completely committed to the long-term support as well as growth of the Quantum product lines and customer base. In addition, Swisslog is pleased to have the opportunity of expanding technically into areas that were not previously available before the purchase of the Quantum organization.

These combined opportunities have allowed Swisslog to expand capabilities and ultimately better serve our customers. Swisslog intends to offer full support to all customers, Quantum or TransLogic system users. If your not sure who to contact, call our Customer Solutions team at 1-800-764-0300, at any time. They can assist you with any kind of question. You will be prompted to leave a message and your call will be returned within minutes.

**Quantum System Customers:
Call:
1-800-396-9666**

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