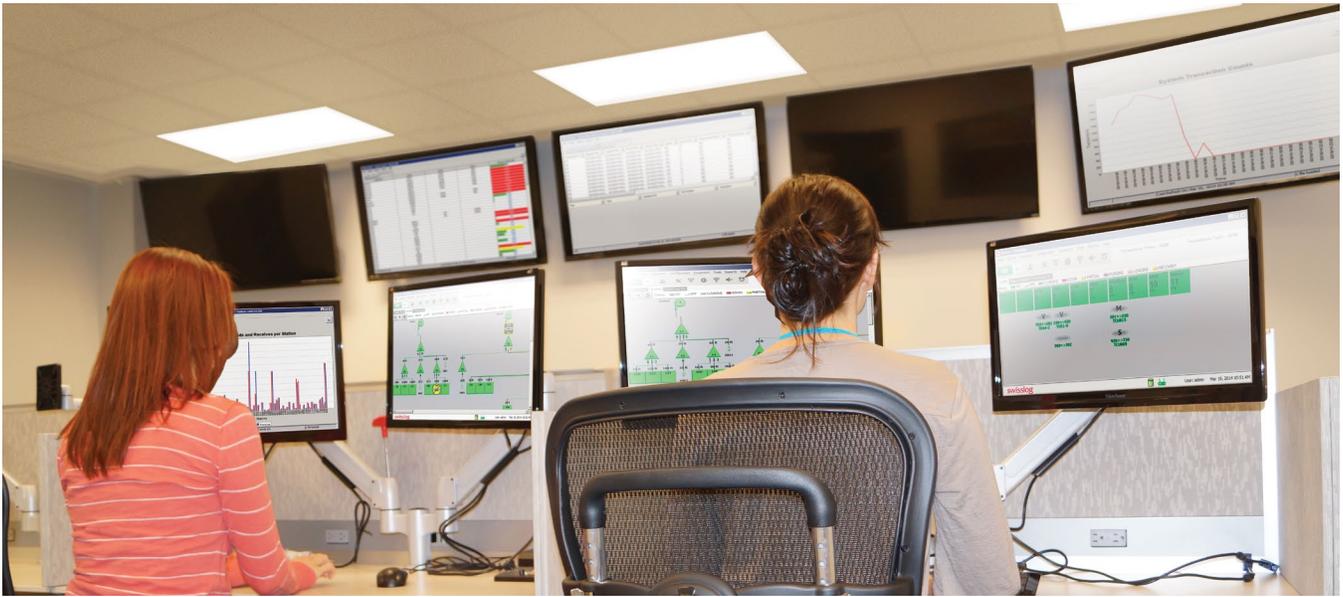


HEALTHCARE SOLUTIONS

Automated Material Transport System
Customer Service and Support



Optimization

With patient experience at the forefront of the healthcare industry, it's critical that systems and associated workflows be optimized. You need reliable automation solutions that empower caregivers to deliver better patient experiences cost-effectively and efficiently. To ensure the Swisslog solutions meet your needs, we provide a comprehensive suite of customer services designed to keep the patient, not the system supporting them, your primary focus.

Information management is playing an increasingly vital role in achieving desired outcomes within healthcare. From delivering solutions with integrated functionality to providing support for continual process improvement, Swisslog can help you efficiently manage information enabling you to make informed decisions concerning staff resources and patient care.

Evaluate and benchmark your performance

At Swisslog, we take your satisfaction very seriously. To ensure our solutions meet your needs on an ongoing basis we conduct rigorous evaluations of our automated material transport systems – pneumatic tube systems, automated guided vehicles and autonomous mobile robots. As part of the assessment, we benchmark your performance against other hospitals with similar systems. Once we have thoroughly evaluated your system and your team's requirements, we can make customized recommendations to maximize the utility and performance of your systems.

Improve performance while reducing your risk

Our goal is for your material transport systems to run at optimal levels—especially during peak demand. To achieve the maximum return on your invested capital, systems require comprehensive support programs; through regular inspection, preventative maintenance, quality parts and proper staff training. We understand that any period of unplanned system downtime can be costly in terms of staff time, patient care and financial impact. That's why many Swisslog customers rely on our trained team of expert technicians to provide cost-effective, flexible support, offering enhanced performance and reduced risk, which lower your total cost of system ownership.

Ensure delivery security and accountability

To ensure medications, patient specimens, and other critical materials have not been contaminated, tampered with or mishandled during transport, hospitals rely on Swisslog chain-of-custody solutions to track contents from dispatch to retrieval. Featuring advanced system capabilities, our solutions automatically manage sender and receiver information, delivery confirmation and event/alert notifications – eliminating time-consuming and error-prone manual tracking. This secure process also offers clinicians and technicians the satisfaction of knowing your transactions have been successfully and safely completed.

Nobody does it better

At Swisslog, we hold ourselves to the highest industry standards by ensuring processes and controls are in place to keep our systems running at peak levels. We guarantee performance and encourage you to hold us accountable to these standards. By allowing us to partner with your users to define their needs along-side industry "best practices," we're able to measure our system performance against these benchmarks. This analysis gives both you and Swisslog clear performance goals and metrics, as well as the ability to identify improvement of processes, technology, throughput, turnaround times and much more. With nearly 100 years' experience in material transport, we offer unparalleled solutions across the full spectrum and lifecycle of material handling automation.

Ensure system performance

Swisslog features scalable support options, offering an a la carte menu of services. Depending on your unique needs—from noise reduction, to infection control, to chain of custody—we provide everything from replacement parts to technical support, including 24/7/365 call center service and full-service preventive maintenance. Swisslog experts can design a service program custom tailored to meet the unique requirements and budget of your facility.

Reduce your operating costs

Swisslog provides more than 3,300 hospitals with a diverse portfolio of integrated healthcare automation solutions. We're able to streamline your operations to reduce costs and improve patient satisfaction. More than 60 years of hospital automation experience affords our professionals the knowledge, flexibility, and experience to strategize and customize solutions to meet the needs of each facility. Providing customized and scalable solutions allows us to respond to your specific needs and expectations in a rapidly changing healthcare environment.

Challenge your expectations

We believe there's always room for improvement. We're ready to help you achieve the highest levels of automated material transport performance through a custom analysis of your existing Swisslog system. To schedule a complimentary review of your system, or to learn more about the program, contact us at healthcare.us@swisslog.com, 800.764.0300 or visit www.swisslog.com/customerservice.

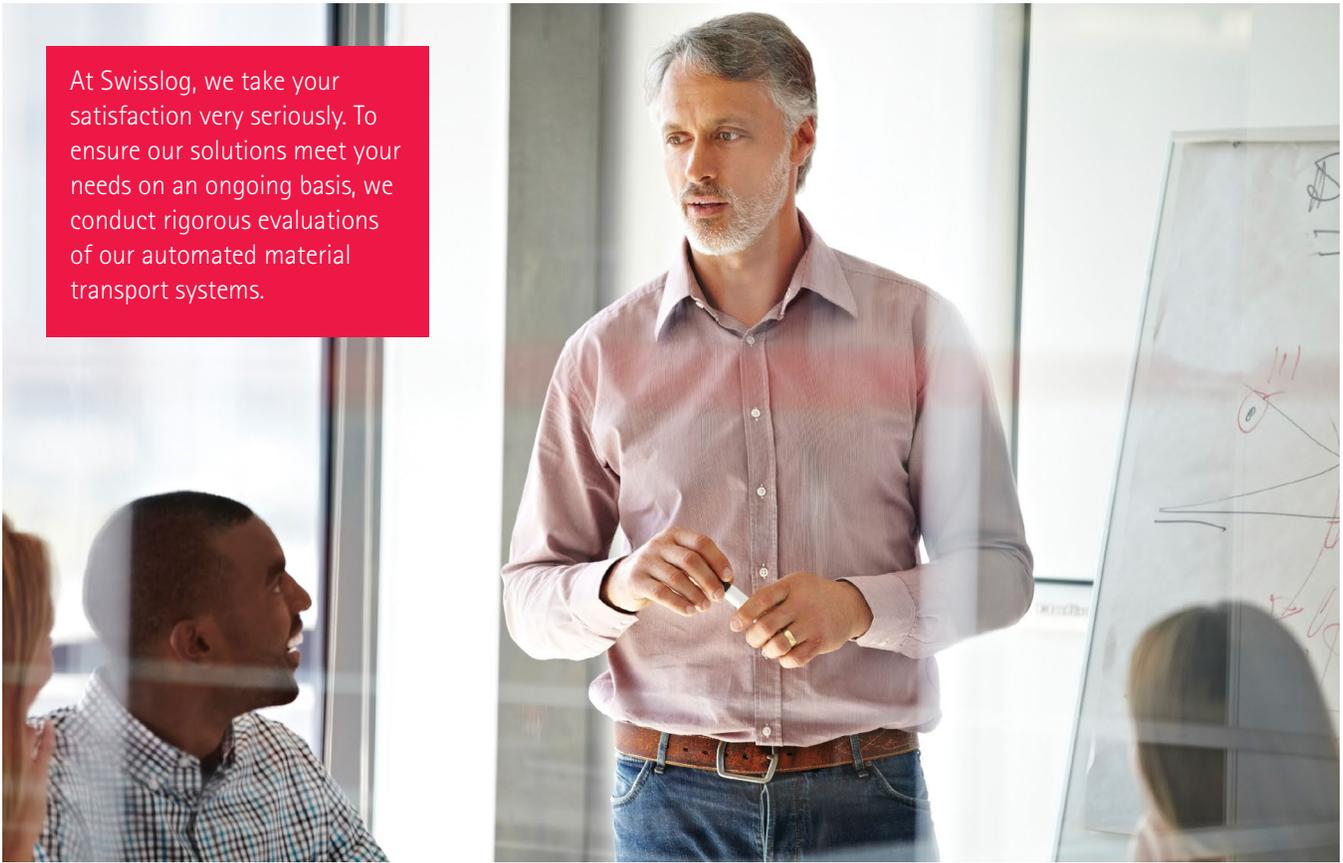


Leverage your investment with training

To help you get the most out of your investment in our hospital automation, Swisslog offers a broad range of training programs on pneumatic tube systems, autonomous mobile robots and automated guided vehicles. Available at our Automation Academy – a dedicated training facility in Denver, Colorado; or onsite at your facility, our training programs provide valuable hands-on experience on equipment use and maintenance. These programs are designed to enhance users' understanding of system operation to ensure long-term performance, quick issue resolution, and minimal downtime.

Additionally, Swisslog provides extensive training manuals and other support materials to further educate your engineering and maintenance personnel, minimize the service and operation costs and maximize system uptime.

At Swisslog, we take your satisfaction very seriously. To ensure our solutions meet your needs on an ongoing basis, we conduct rigorous evaluations of our automated material transport systems.



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By offering Swisslog-certified parts and guaranteed performance, we give our customers unmatched competitive advantage; keeping their systems running smoothly and supporting their warranty coverage.

About Us

Swisslog designs, develops, and delivers efficient automation for forward-thinking hospitals, warehouses, and distribution centers. We offer integrated solutions from a single source—from consulting services to design, implementation and lifetime customer service.

Automated Material Transport Products

- Automated Guided Vehicle | www.swisslog.com/transcar
- Autonomous Mobile Robot | www.swisslog.com/robocourier
- Pneumatic Tube System | www.swisslog.com/translogic

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