

CUSTOMER CARE PORTAL FOR HEALTHCARE

IMMEDIATE VISIBILITY INTO YOUR MOBILITY SOLUTION



A mobility solution, when implemented properly, can drastically change how your hospital operates by improving efficiency and providing data directly at the point of care for your clinicians. Tracking equipment warranty status, service calls and trouble ticket trending and analysis lets you keep these systems in top shape and discover issues before they become problems. Often this information is difficult to maintain and isn't centralized in one place or available to multiple equipment administrators.

When you purchase equipment and warranties from InfoLogix, we deliver our unique online Customer Care Portal to help you manage your devices and equipment. The Customer Care Portal is an integral part that complements our healthcare product offerings because it enables more organized processes, reduced work effort in asset management and a higher level of business intelligence so you know the status of your equipment all the time.

Worry-Free Visibility Across Your Entire Organization

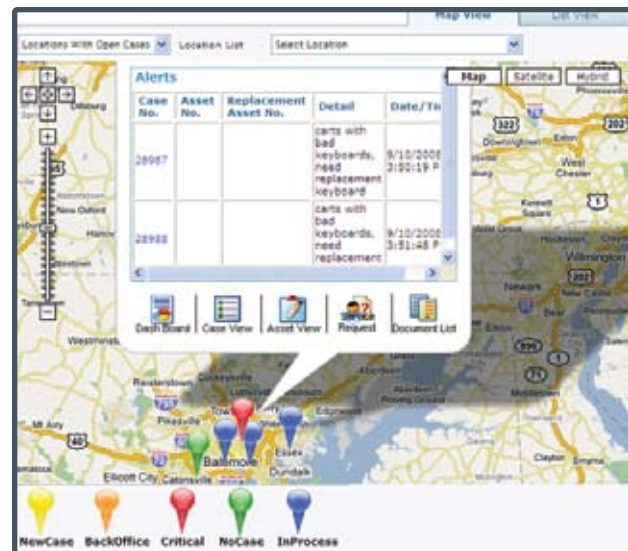
The InfoLogix Customer Care Portal (CCP) is an easy-to-use, secure administration portal that allows you to manage equipment across your organization, view and submit help desk tickets, and manage product and equipment warranties with one point of contact. That's why the Customer Care Portal is a critical component in helping you to get the best value from your solution and increase the lifetime of your carts and equipment.

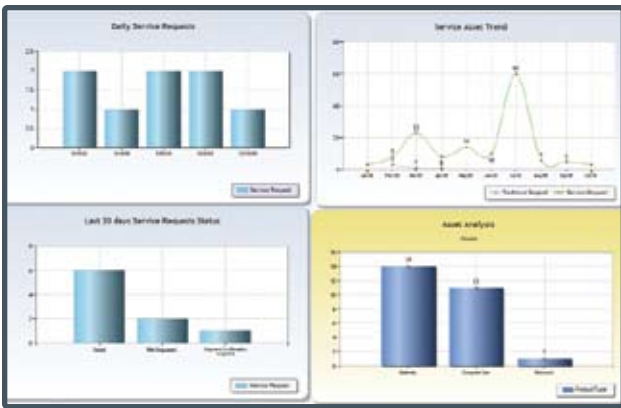
Hosted by InfoLogix and built on Microsoft's most advanced collaboration technology, the InfoLogix Customer Care Portal is a continuously monitored redundant platform ensuring constant availability for your administrative access to vital business data.

Asset Tracking

The integrated Asset Tracking module allows visibility into your assets – across one location or

many – to view asset location, serial numbers and tags, installation and warranty dates, and repair tracking. With the CCP you can group information, then search, sort and export in several formats.





Site Management

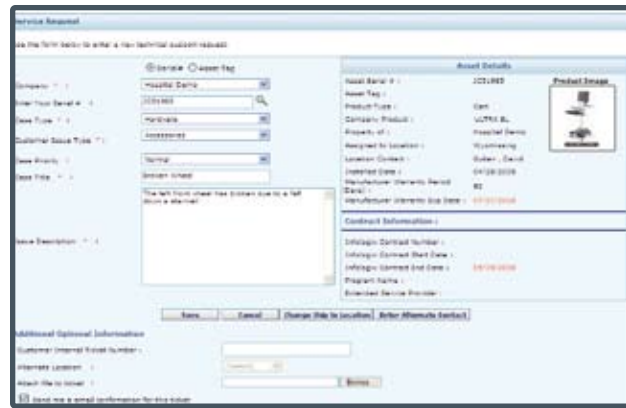
Manage multiple worksites whether your healthcare organization is in one building or several buildings – no matter where they are. The Customer Care Portal allows you to instantly view the site, asset and case issues by severity, allowing you to drill-down into the data, focus on the trouble areas and monitor trends before they become problems.

The screenshot shows the 'Asset View' interface with the following table:

Product Type	SI No	Profile Name	Region	Location	Asset Status
Batteries	2674286	PowerUp 40 Amp	InfoLogix - Maryland	Johns Hopkins Medical Center	Installed
Batteries	13871374	PowerUp 40 Amp	InfoLogix - Maryland	Baltimore Washington Med Ctr	Installed
Batteries	184900029	PowerUp 18 Amp	InfoLogix - Maryland	Baltimore Washington Med Ctr	Installed
Computer Cart	206018	Ultra SL Cart	InfoLogix - Maryland	Calvert Memorial Hospital	Installed
Computer Cart	206016	Ultra SL Cart	InfoLogix - Maryland	Calvert Memorial Hospital	Installed
Computer Cart	3039995	SL Cart Series	InfoLogix - Maryland	Baltimore Washington Med Ctr	Installed
PowerCubes	4223205-70	PowerCube	InfoLogix - Maryland	InfoLogixHealthcare_HillSpars	In_Spare_Lock
PowerCubes	4223206-70	PowerCube	InfoLogix - Maryland	InfoLogixHealthcare_HillSpars	In_Spare_Lock
Batteries	289268234	PowerUp 28 Amp	InfoLogix - Maryland	Baltimore Washington Med Ctr	Installed
Batteries	289485126	PowerUp 28 Amp	InfoLogix - Maryland	Baltimore Washington Med Ctr	Installed

Help Desk

The InfoLogix Help Desk allows you to submit, track, review and gain visibility into all issues or support tickets from past and present 24/7/365. View the status of all tickets including metrics like severity, open date, case history and issue detail. Graph, correlate and view issues based on type, product model or specific unit to catch trends.



Critical Information at Your Fingertips: The CCP Dashboard

The Customer Care Portal Dashboard gives you a visual overview of the status of your sites and issues. Active charts allow you to visually drill down for details on assets and service requests based on the specific breakdowns such as vendor, location or other qualifying detail. Track all recurring issues and view trends over time to troubleshoot and improve workflow.

From the dashboard, you can also create custom reports or run pre-defined reports allowing you further visibility into your operations. Some of the pre-defined reports include:

- Support Calls
- Spare Pool Turnaround
- Units Located at Manufacturer
- Vendor Turnaround
- Units Out for Repair
- Monthly Repair Trends