

Did You Know?

This October a 300-kW diesel generator was installed and tested at ISS Solutions' headquarters in Langhorne, Pennsylvania. If electrical power goes down in the area, the generator will insure ISS Solutions business continuity. It will supply electricity to the entire facility, including telephones, servers and other computer equipment, lights, and heating and air conditioning.



Technology Lifecycle Management

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CLIENT PROFILE: Thomas Memorial Obtains Promised Service through ISS Solutions



Jason Duffy, Director of Materials Management

Jason Duffy, Thomas Memorial Hospital Director of Materials Management, was used to service providers over promising and under delivering. ISS Solutions differentiated themselves early in the sales process by dedicating

knowledgeable and professional Operations and Sales managers.

Mr. Duffy says, "For each device in our inventory, ISS Solutions could tell us exactly what they were going to do, how they were going to do it, and how much it would cost. We truly knew what we were purchasing when we signed our contract for clinical engineering service, and have never been disappointed."

"Our equipment up time is much better than it has been in the past," Duffy continues. "This enables our physicians and staff to deliver patient care more efficiently." ISS Solutions takes care of all of the preventative maintenance and documentation for Thomas Memorial's biomedical equipment on a routine basis. Additionally, equipment repair is swift.

When a device went down in the middle of surgery, ISS Solutions' technicians rushed to the operating room and fixed it quickly, even though the company was not contracted for repair of this particular device at the time. The surgery proceeded as scheduled; but, the physician was so impressed, he reported the incident to hospital administrators.

Cynthia Barnette, Thomas Memorial Vice President, was pleased by the report: "I think the ISS Solutions technicians understand our

philosophy, which is 'do it now, fix it now.' The service has been very good, and we continue to add items to our service inventory."

Thomas Memorial has seen improvement in their clinical engineering program since ISS Solutions started. Benefits include:

- Reduced equipment downtime and improved hospital staff satisfaction
- Increased availability of maintenance documentation
- Accurate inventory reports
- Technicians with specialized training and a "get it done" attitude.



ISS Solutions' Joshua Park tests a surgical device.

IT SERVICE SPOTLIGHT: Computer Repair and Rollout

Who do your employees call when their computer is in need of repair? Advertising has taught us that we can take our computer problems to our neighborhood retailer, who will have an agent in an oxford shirt and tie fix the problem. This may suffice for the family computer. But when a business computer is down, remediation needs to be quick and effective.

ISS Solutions offers business customers warranty and non-warranty service for laptops, desktop computers, servers, and printers. Repairs to all major manufacturers' computers, including HP, IBM, Lenovo, Toshiba, Fujitsu, and Dell, can be made within six hours. This means that, by using overnight mail service, the computer is only "out of service" for 24-36 hours.

ISS Solutions technicians are A Plus, Net Plus, and OEM certified. ISS Solutions IT Services Manager, Ron Brooks says "Our technicians have taken apart and repaired thousands of laptops for over 10-15 years. They have seen the evolution of the laptop from the size of a boat anchor to today's compact size. There's nothing that will stump them in any type of test or repair."



To effect quick repairs, ISS Solutions keeps an inventory of parts and hot spares. If a battery, hard drive, LCD panel, system board, CD-ROM drive, or other part fails, ISS Solutions will either have the part on hand or have direct overnight access to the part from the manufacturer. When a part needs to be ordered, ISS Solutions can ship the employee a hot spare. A hot spare is a computer of the same make and model that has same software applications loaded as the employee's computer. This ensures that the employee's productivity is maximized.

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CLIENT AUTHOR: **Tim Lee,** Director of Plant Operations, Thomas Memorial Hospital



Tim Lee likens his job to running a city. Hospitals are like cities in that they have heating and air conditioning, machinery, electricity, water, etc.—all of which require oversight and maintenance.

Mr. Lee joined Thomas Memorial about two years ago, after working for the State of West Virginia as the Director of Maintenance. He has over two decades of Maintenance Management experience and is an active member of the West Virginia Society of Hospital Engineers (WVSHE).

With Mr. Lee's breadth of experience, he recognizes that biomedical equipment is a specialty area and is pleased that Thomas Memorial has outsourced service to ISS Solutions.

ISS Solutions supports its technicians with training and development opportunities specific to this field. At Thomas Memorial, ISS Solutions technicians ensure that biomedical equipment operates within the manufacturer's parameters or repair it promptly, so that clinicians can care for patients.

But, Mr. Lee affirms that numbers do not provide the whole picture: "Benchmarks may tell you whether you are in compliance, but interactions with each other are the true measures of performance. What the numbers do not address is the 'get it done' mentality. My ISS Solutions team does whatever it takes to get the job done, because that's just how they are. Technical competence is certainly worth a lot, but pride in what you do is priceless."

CLIENT FACILITY: **Thomas Memorial Hospital**

Thomas Memorial Hospital, a 260-bed hospital located in South Charleston, West Virginia, provides exceptional medical care using advanced technology and a comforting touch. Employees characterize the hospital as large enough to provide an exceptional level of medical care, but small enough to be on a first name basis with everyone.

Over the past few years, the hospital has acquired new cutting-edge technology,

giving physicians and employees the tools they need to stay at the forefront of medical care. ISS Solutions technicians are proud to service all of Thomas Memorial's biomedical equipment.

Thomas Memorial is part of the Thomas Health System, who recently purchased Saint Francis Hospital, also located in South Charleston, West Virginia.



PARTNER PROFILE: Fujitsu Scalable Storage

Storage solutions from Fujitsu are very scalable—from the needs of a workgroup, to a department, to an enterprise.

ISS Solutions IT Sales Manager Tom Hille says, "Buying a storage solution used to be somewhat tricky because your system needs might grow over time. We are now working with Fujitsu to offer clients three scalable models. This enables clients to purchase the right fit for today's needs, while knowing that future expansion will be cost-effective and easy to implement."

The Fujitsu ETERNUS line of storage systems offers three energy efficient models, all which operate with industry standard servers:

- **ETERNUS 2000** is a compact, cost-effective disk storage system designed for a workgroup or small department.
- **ETERNUS 4000** is a mid-range system geared toward departmental servers.
- **ETERNUS 8000** is an enterprise server offering over two petabytes of storage capacity.

Fujitsu offers a high level of reliability and redundancy. Fujitsu storage solutions feature MAID technology, which stops spindle rotation on less frequently accessed drives, reducing power consumption and extending disk drive life. (MAID is an acronym for Massive Array of Inactive Disks.) Disk-to-disk backup can be performed on all models, and ETERNUS 4000 and 8000 offer additional backup options, cost-effective disaster recovery solutions, and data encryption.

CE SERVICE SPOTLIGHT: New Client Startups

Over a dozen new clients started with ISS Solutions' comprehensive clinical equipment management program during our fiscal year ended June 30, 2008. Most recently, a startup team from ISS Solutions traveled to Davis Health System, in Elkins, West Virginia, to spend four days inventorying and examining their complete complement of medical devices.

ISS Solutions Director of Operations Joe Sherry says, "The biggest factors in the success of Davis' and other new clients' startups is communication and coordination." Sherry contends that a client startup begins during the sales process, when client expectations are set. The startup process continues until all contracted devices have been inspected and turned over to ISS Solutions for on-going service. This can take six months or more if there are outside contracts for different modalities.

The startup "event" begins when a team of ISS Solutions employees travels to the new client site to work with the equipment and the customer. Depending on the modalities of equipment at the facility, team members are selected based on their expertise. The startup has two major focuses: to collect inventory data and to meet the hospital staff in each department.

First, the ISS Solutions team compares the list of devices from the contract to the actual equipment found on-site. This inventory is input into the ISS AssetManager database along with a control number tag, correct serial number, model number, version number, and all data necessary to provide effective service.

In many cases, hospital inventories are very accurate. However, when large numbers of devices are not listed on the original inventory list or are no longer in service, adjustments are agreed upon and made to the contract. If there is a backlog of preventive maintenance or repairs, the startup team may perform these immediately or they may be scheduled for a future date.

Second, each customer has unique requirements that need to be communicated, such as the appropriate attire for entering an operating room and the best time to access each department's equipment. Sherry says, "ISS Solutions employees are, first and foremost, cognizant of the needs of client staff and patients. We schedule our work around healthcare delivery and perform our responsibilities without disruption to routines."

ISS Solutions strives to fully integrate with the customer team. This is critical in providing excellent customer service.

CE EMPLOYEE SPOTLIGHT: Chris Massaro, Clinical Technology Manager



Chris Massaro joined the ISS Solutions team in 1990 and has earned multiple promotions leading to his current position of Clinical Technology Manager. His responsibilities include developing enhanced

processes and tools for serving client technology management needs.

Chris reports to the Vice President of Clinical Engineering and works closely with Clinical Engineering Service Managers as the central point-of-contact to administer service contracting and strategic alliances. In his role, Chris is also tasked with overseeing the daily operations within the Clinical Engineering Supply Chain group.

For Chris, one of the more interesting and challenging roles he performs is the integration of multiple resources to facilitate sound technology decisions for our clients. Chris states, "ISS Solutions helps our customers reduce total cost of ownership by aligning our credentials and experience with pre-procurement studies and capital planning tools. We have the ability to provide our customers with sound information, based on several decades of experience, helping them cost-effectively manage clinical assets."

As a 1990 graduate of Johnson College in Scranton, PA, Chris earned an Associate degree in Biomedical Equipment Technology. He continued his education obtaining special certifications with several medical equipment manufacturers including Burdick International, E com Communications, Infrasonics, Pevco Systems, Tyco, Valley Labs, Warren E. Collins, Philips Medical, Optimed Technologies and GE Marquette.

Residing in Dunmore, PA with his wife and three children, Chris enjoys sharing his interests in woodworking, baking, gardening and skiing with his children.

MESSAGE FROM CEO: Big and Small: Excellent Service for All



Recently, we videotaped some of our employees, asking them to speak about how they uphold ISS Solutions' value of service excellence. Many of these videos have been posted to our website, and I encourage you to view them.

Ron Brooks, ISS Solutions IT Service Manager, describes in his video our commitment to all clients, big and small. Ron says: "Our Fortune 100 clients demand a lot of our time, and rightly so. But, because they are larger, doesn't mean that we are going to provide them with a different level of service than the customer that spends \$100 with us. All of our clients are extremely important. We value our clients—each and every one."

Ron's got the right attitude about customer service. And, while most companies specialize in servicing companies of a specific size range, ISS Solutions has successfully served a wide range of clients from Fortune 100 companies and large hospitals to small businesses and rural clinics.

For example, facilities served by ISS Solutions at Geisinger Health System range from 403-bed Geisinger Medical Center to a two-physician clinic in Central Pennsylvania. We successfully address clinical engineering and information technology needs of all parts of Geisinger, big and small.

Our focus is service excellence. Whether you are with a big or small organization, expect our employees to satisfy your unique needs.

IT SERVICE SPOTLIGHT: Computer Repair and Rollout

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Frequently, ISS Solutions customers also need to roll out computers to many people at the same time. ISS Solutions can image, test applications, configure networks, and install software on as few as a couple dozen computers to as many as thousands of units. Recently, ISS Solutions rolled out 100 new computers to students at a New Jersey college and prepared 220 laptops for the sales team of a major food manufacturer. On a monthly basis, ISS Solutions prepares and installs approximately 300 new computers for Geisinger Health System.

ISS Solutions has certified and experienced technicians who deliver service. "Our goal is to complete our work on time and as promised," says Ron Brooks. "Our experience in planning and implementing repairs and rollouts ensures that we do it right every time."

THOUGHT LEADERSHIP: Clinical Engineering Customer Satisfaction

During the past two quarters, ISS Solutions has achieved its highest ever rating from its customers. Seventy percent of our clients rated their satisfaction with clinical engineering services as "Excellent." Additionally, all clients responding rated our services "Good" or "Excellent."

ISS Solutions Vice President of Clinical Engineering, Joe Hardisky is pleased, but not surprised. "We've been measuring service quality for over 15 years and have shown steady improvement. ISS Solutions management has consistently monitored quality and incorporated changes based on customer feedback."

ISS Solutions management also diligently monitors successful completion of the key indicators outlined in our client contracts. Although there are a variety of measures that look at service outcomes, Hardisky says, "Client perception is as important, if not more important, than outcomes. What the customer perceives is the reality to us."

Hardisky explains that rapport and strong relationships are established one customer contact at a time. He says, "While we hire and train employees for their technical expertise, we have found that other skills, such as professionalism, courtesy, attitude, and communication, are equally important to establishing and maintaining a positive customer service experience."