

Did You Know?

ISS Solutions is expanding clinical engineering operations to include the Northeast and Midwest United States.

In 2009 alone, ISS Solutions' 24x7x365 Information Technology Call Center handled over 230,000 calls.



Table of Contents

Did You Know1

Client Profile: Good Shepherd Rehabilitation Network Entrusts ISS Solutions with Clinical Equipment Maintenance1

Client Facility: Good Shepherd Rehabilitation Network2

IT Service Spotlight: Apple2

Client Author:
Randy Stubits, CMRP, C.P.M.
Director of Materials Management,
Good Shepherd Rehabilitation
Network, Allentown, PA2

Employee Spotlight: Brad F.3

CE Service Spotlight:
Rehabilitation Hospitals3

IT Product Spotlight:
HP EVA 4400 Virtual
Storage Array4

Message From CEO:
25 Years with Geisinger4

Thought Leadership:
Optimize Corporate Printing
and Save up to 35%4

CLIENT PROFILE: Good Shepherd Rehabilitation Network Entrusts ISS Solutions with Clinical Equipment Maintenance



Good Shepherd Rehabilitation Network Vice President of Facilities Management, Clifford R. Trumbo, hired ISS Solutions in 1992 to manage and perform clinical equipment inspection and repairs. Mr. Trumbo says, “The program that ISS Solutions offers—the service, the documentation, and the cost—is very good.”

Why has Good Shepherd Rehabilitation Network entrusted ISS Solutions with their equipment program for the past 18 years? According to Good Shepherd Rehabilitation Network Director of Materials Management Randy Stubits, “ISS Solutions has taken ownership of the program. They take care of inventory, inspections, maintenance, and repairs. ISS Solutions keeps documentation ready for us and helps keep us compliant for regulatory agency inspections.”

ISS Solutions has regular technicians assigned who integrate with Good Shepherd employees, so Good Shepherd Rehabilitation Network’s staff knows who to trust with their equipment service needs. In turn, the ISS

Solutions technicians know the equipment and buildings as their own and enjoy being part of the Good Shepherd team.

Good Shepherd Rehabilitation Network’s maintenance system generates equipment repair work orders, and ISS AssetManager provides preventative maintenance work orders. This teamwork increases efficiency, allowing the ISS Solutions technician to begin work immediately upon arrival each day.

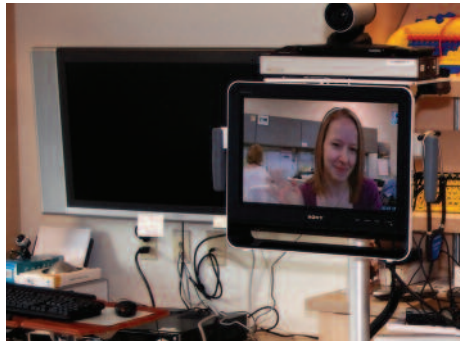
“One of our biggest challenges,” says Mr. Stubits, “is finding equipment that has been moved without our knowledge.” Good Shepherd Rehabilitation Network has 20 outpatient clinics spread over eastern Pennsylvania, one inpatient rehabilitation hospital, two long-term care facilities, and one long-term acute care hospital (LTACH). ISS Solutions’ technicians and Good Shepherd staff work together to locate each piece of equipment for proper inspection. Clearly ISS Solutions employees have integrated into Good Shepherd Rehabilitation Network, and this strong collaboration benefits both organizations.

CLIENT FACILITY: Good Shepherd Rehabilitation Network



Good Shepherd provides custom adaptations to wheelchairs and seating based on individual patient needs.

Founded by the Reverend John Raker in 1807 and grounded in a tradition of charity and care, the Good Shepherd Rehabilitation Network is a nationally-recognized leader in rehabilitation. The Good Shepherd Rehabilitation Network, now a \$104 million dollar operation, provides the latest assistive and rehabilitation technologies.



Two-way camera units enable Good Shepherd physicians to communicate with prospective patients at acute care facilities.

Good Shepherd Rehabilitation Network provides a continuum of patient care from acute care discharge to return to home and work. With specialized programs for stroke, brain injury, spinal cord injury, orthopedics, pediatrics, and amputation, Good Shepherd Rehabilitation Network provides care at 35 facilities across eastern Pennsylvania.

IT SERVICE SPOTLIGHT: Apple

Recently, ISS Solutions became certified to sell and perform warranty service for Apple MacBooks, Mac minis, iMacs, and Mac Pro computers.

ISS Solutions Vice President of Information Technology Ed Butler says, "We are pleased to now assist clients in Apple product purchase, support, and repair. This offering builds upon our existing IT portfolio, which includes product and service capabilities with leading original equipment manufacturers such as Cisco, Dell, HP, Lenovo, Fujitsu, and Oki Data."

For decades, ISS Solutions has offered depot and field service operations across the United States, supporting tens of thousands of IT devices at client sites. This includes hardware repairs, configuration and deployment services, reverse logistics, and disposal services. Working with Apple strengthens ISS Solutions' already robust capabilities. If your organization uses a mix of IT makes and models, rest assured that you can obtain comprehensive service from one provider—ISS Solutions.

For acquisition, support, or disposal of any IT device, including Apple, contact your Account Manager or Tom Hille at TEHille@ISSsolutions.com or 215 752-2221 x175.

CLIENT AUTHOR: Randy Stubits, CMRP, C.P.M. Director of Materials Management, Good Shepherd Rehabilitation Network, Allentown, PA



It's not often that you find a six-foot seven, world-class basketball player leading the Materials Management department in a hospital.

For Randy Stubits, it all started his freshman year of college. His basketball team was spending a night on the road, when a gas explosion in the neighboring building's kitchen turned Mr. Stubits and his teammates into *de facto* first responders. They saved over a dozen kitchen workers from the blazing fire.

The experience inspired Mr. Stubits. Already a volunteer firefighter, he took multiple first aid classes and became an emergency medical technician (EMT). Later, he even became the vice president of his hometown ambulance association. Mr. Stubits enjoyed volunteering on the ambulance crew. "It's not that I enjoy seeing people sick or hurt, but it felt good that I could help people." Once, the ambulance responded to the home of an elderly couple that primarily spoke Pennsylvania Dutch. Mr. Stubits, whose grandparents spoke Pennsylvania Dutch, communicated with the couple, gaining their trust and cooperation.

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Mr. Stubits stayed busy as the basketball team captain and as a student athletic trainer. He graduated from Ursinus College with a degree in Economics. After college, he played in the European Basketball League. When he first got off the plane in Brussels, Belgium, with only two travel bags and an address on a slip of paper, he knew no one, spoke none of the language, and had no idea where he was going. However, Mr. Stubits quickly learned how to get around Western Europe.

While visiting the United States, Mr. Stubits suffered a car accident that halted his basketball career. But his injuries couldn't stop him from making a difference in people's lives. Mr. Stubits spent eight years in retail, learning about supply change management, before joining the Materials Management team at Lehigh Valley Hospital. After eighteen years at Lehigh Valley Hospital, he joined Good Shepherd Rehabilitation Network, where he has been Director of Materials Management for the past five years. In this position, Mr. Stubits oversees purchasing, shipping and receiving, and central supply, inventory management, the mail room, the copy shop, and the medical equipment management program.

One of Mr. Stubits' latest projects gives high school students with disabilities the chance to experience the work environment. Good Shepherd Rehabilitation Network partners with Project Search, placing students in central supply or the mail room. The program trains students for one or two semesters, and the opportunity prepares them for employment after graduation.

EMPLOYEE SPOTLIGHT: **Brad F.**



Brad F., Senior Network Engineer, embodies ISS Solutions' customer service ideals. For example, recently, he executed a complex server move involving SureHealth LLC, Geisinger Health System, and external vendors. Brad went above and beyond expectations to make this move convenient for all parties.

Ever since Brad began working at ISS Solutions in October 2005, he has lived the ISS Solutions service excellence principle, consistently improving clients' experiences. He demonstrated this with the server move, coordinating it after normal business hours to minimize workplace disruption.

"There are times when the problem goes into the night or the weekends, but my job is to get the client up and running," says Brad. "I'm happy when the client is happy. My satisfaction comes when I know I did my best in providing the client with best possible service."

ISS Solutions appreciates Brad for his reliability. He has the technical skills to design and implement LAN/WAN networks and support hardware and software. But, what makes Brad stand out is that he works with the customer in mind. "Brad continually sets a great example for other team members and is recognized by our clients as a capable and reliable engineer," says ISS Solutions Manager, Mel Pfirman. "I can count on Brad to deal effectively with any issue or situation I throw his way."

Brad graduated with a Bachelor of Science in Computer and Information Sciences from Bloomsburg University in 1997. Since then, he has augmented his skills and experiences with certifications. He is a Cisco Certified Design Associate, a Cisco Express Foundation Design Specialist, and a VMware Certified Professional.

For fun, Brad enjoys spending time with his wife, kids, and dog; golfing with his 6-year-old son Tanner; fishing; camping; and managing his son's t-ball team.

CE SERVICE SPOTLIGHT: **Rehabilitation Hospitals**

When most people go to "the hospital," they are usually going to an acute care facility for the treatment of a specific illness. Rehabilitation hospitals, such as Good Shepherd Rehabilitation Network, on the other hand, provide further medical care for patients released from acute care facilities. Stroke or burn victims, amputation patients, and car accident survivors are just a few types of patients that Good Shepherd Rehabilitation Network supports. Rehabilitation hospitals treat patients with the objective of returning them to the best quality of life achievable.

Providing clinical engineering services for rehabilitation hospitals and acute care hospitals is similar but the equipment volume and types are different. ISS Solutions Director of Clinical Engineering Rick Pica says, "Typically, we visit rehabilitation centers once or twice weekly because they have less equipment to inspect and repair than an acute care facility. We send the same technicians to the same facilities on the same days of the week so they cement personal relationships with the staff and become familiar with the equipment."

In addition to providing clinical engineering services for Good Shepherd Rehabilitation Network, ISS Solutions also services equipment for many other rehabilitation centers and facilities of national providers. If you are interested in obtaining clinical engineering services for your facility, contact John Stalker at stalker@ISSsolutions.com or 215-752-2221 x 232.

MESSAGE FROM CEO: 25 Years with Geisinger

ISS Solutions celebrated an important milestone recently – 25 years of ownership by Geisinger Health System. Being owned by Geisinger gives our clients many advantages in the marketplace.



By servicing the sophisticated medical equipment of one of the country's premier health care providers, ISS Solutions provides high-level service at a cost advantage over OEMs. With our ongoing investment in training, we can leverage what we learn at Geisinger to the benefit of all of our 120-plus clinical engineering clients.

Information technology clients have a cost advantage when purchasing personal computers, printers, servers, and other computer equipment and software. ISS Solutions handles large volume product purchases for Geisinger, which increases our buying power when procuring products for all clients.

ISS Solutions is fiscally sound. Geisinger, a \$2.1 Billion organization, manages our cash and accounts payable function. When new clients begin working with us, they are pleasantly surprised to learn that we are a combination of a small, entrepreneurial company, with the backing of a large organization.

Geisinger Health System is both ISS Solutions' parent company and largest client. They require high-end, professional service at a cost advantage over OEMs. ISS Solutions provides these same services and cost advantages to our several hundred other clients.

Sincerely,

**IT PRODUCT SPOTLIGHT:
HP EVA 4400 Virtual Storage Array**

If you are looking for a virtualization solution with both excellent capacity utilization and easy management, ask your ISS Solutions Account Manager about the HP EVA 4400 virtual storage array. The simple interface of the Command View software makes provisioning and other management tasks easy. The HP EVA 4400, coupled with a 24x7 ISS Solutions Authorized Service Delivery Partner HP Support Pack, enables clients to achieve 99.999% availability.

The HP EVA 4400 is designed to meet mid-size companies' needs and is scalable. It manages up to 1024 virtual disks, which range from 1 GB to 32 TB per virtual disk in 1 GB increments. It offers local and remote data replication and is easily integrated with major applications, such as Microsoft Exchange, Oracle, and SAP.

EVA 4000 Specifications



Ideal for	-Enterprise-wide deployment and mission-critical applications -Small-to-large data centers running key business applications
Number of Drives	96
Storage Capacity (Including Expansion)	96 TB
Drives per Enclosure	12
Cache	4 GB
Type and Number of Controllers	2 HSV300
Type and Number of Enclosures	M6412 Supports up to 8 enclosures

THOUGHT LEADERSHIP: Optimize Corporate Printing and Save up to 35%

Like many organizations, you may have an untapped potential for significantly reducing your total printing costs. According to information technology research company Gartner, Inc. "2-3% of a company's revenues are tied to printed document output. A proactive printer management strategy saves companies between 10-35% of their overall printing costs." Based upon this potential savings, Gartner estimates that more than 70% of businesses will be under a Managed Print Services contract by 2012.

ISS Solutions can provide your organization with a low cost and high value Print Assessment. This assessment provides an objective and personalized Printer Management Strategy document that itemizes your organizational printing costs, identifies areas for cost savings and improved productivity, provides a road map for achieving these benefits, and provides a detailed return on investment analysis. ISS Solutions and our Strategic Partner, Oki Data Americas, work together seamlessly to deliver an industry-exclusive Print Assessment with a proven methodology and industry best practices. The Print Assessment encompasses all leading printer vendor technologies and is more holistic and comprehensive than other assessment approaches.

In addition to the Print Assessment, ISS Solutions also provides a complete portfolio of Managed Print Services and is an Authorized Reseller and Service Provider for the leading printer manufacturers.

For more information regarding the Print Assessment and Managed Print Services, please contact your Account Manager.