

Did You Know?

www.ISSolutions.com has a new graphic design. You can now access case studies and videos directly from the home page. These testimonials describe how ISS Solutions assisted clients by improving their clinical engineering or information technology programs.

To allow clients to give their testimonials in their own words, we have added several client videos to the website. For example, you can hear GlobalServe CEO Jamal Khan discuss the GlobalServe-ISS Solutions collaboration with a Worldwide Manufacturer of Food Products. Mr. Khan is also featured in this issue of ISSInsights.



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CLIENT PROFILE:

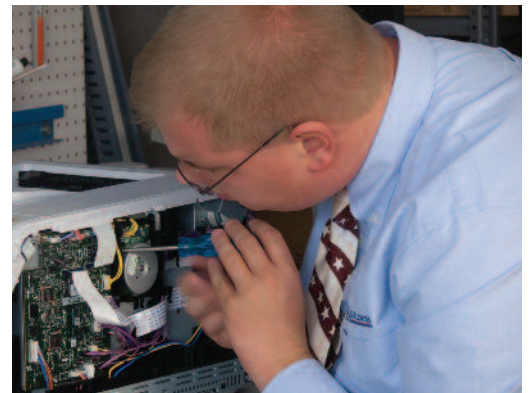
Worldwide Manufacturer of Food Products Finds IT Answers through ISS Solutions-GlobalServe Collaboration

As a large-scale, global company, the Worldwide Manufacturer of Food Products has large-scale, global IT needs. With thousands of servers, computers, network devices, and add-on components to purchase, run, fix, and maintain, the Worldwide Manufacturer of Food Products needed consistency and reliability at a good price.

The Worldwide Manufacturer of Food Products has met their complex IT needs through the ISS Solutions-GlobalServe collaboration for over three years. ISS Solutions and GlobalServe collaborate to provide IT product purchasing and service on both global and local levels.

- GlobalServe’s unique software system allows the Worldwide Manufacturer of Food Products to keep track of supply chain and service management consistently throughout the world.
- ISS Solutions provides the people, products, and services within the United States.

It is this customer-focused initiative that keeps the Worldwide Manufacturer of Food Products satisfied. GlobalServe, Inc. Chief Executive Officer Jamal Khan says, “The ISS Solutions-GlobalServe Collaboration offering provides a unique model for global product procurement. We have developed a global catalogue that allows the customer to define, implement, and enforce standards in multiple geographies, while still using local in-country suppliers to fulfill and manage orders.” Therefore, the Worldwide Manufacturer of Food Products has the consistency that they desire tailored to their global business needs.



Keeping IT equipment in working order within the United States and managing global purchasing are important to making business successful, but the Worldwide Manufacturer of Food Products wanted a reasonable price for quality service. That’s why working with the ISS Solutions-GlobalServe Collaboration benefited them service-wise as well as financially. The business achieved 99% of Service Level Agreement requirements while saving 15% on costs. “Through the ISS Solutions-GlobalServe Collaboration, the customer clearly has realized significant cost savings,” Mr. Khan says.

Mr. Khan highlights the main three benefits from the ISS-GlobalServe Collaboration as “consistency in service, cost savings, and peace of mind.” With ISS Solutions and GlobalServe, the Worldwide Manufacturer of Food Products can focus on their core business, knowing that their IT needs are met.

CLIENT FACILITY: The Worldwide Manufacturer of Food Products

At any given time, the Worldwide Manufacturer of Food Products runs thousands of mission-critical servers, supporting tens of thousands of employees throughout dozens of countries. To keep everything running in this large-scale, global business, the Worldwide Manufacturer of Food Products needs support for global purchasing and IT infrastructure in home, mobile, and conventional office settings.

The ISS Solutions-GlobalServe collaboration is vital in keeping all of the Worldwide Manufacturer of Food Products' office locations in working order. "The ISS Solutions-GlobalServe Collaboration provides 24 x 7 service and 4-hour, on-site response. This best meets the Worldwide Manufacturer of Food Products' IT needs," explains Jamal Khan, GlobalServe's CEO.



CLIENT AUTHOR: **Jamal Khan, Chief Executive Officer, GlobalServe, Inc.**

As Chief Executive Officer, Jamal Khan develops and implements strategic leadership for GlobalServe, Inc. GlobalServe provides over 150 countries worldwide with information technology asset

management through their specialized software program, which tracks key IT procurement, services, and transactions data.

Mr. Khan, who has been a part of GlobalServe for the past four years, does his best to make life easier for clients. He focuses on market achievement through service and consistency. Mr. Khan explains, "The GlobalServe solution is client-customized. GlobalServe combines people, processes, and technology, and a global-supply chain to create cost optimization."

ISS Solutions and GlobalServe collaborate to combine service specialties and meet all of their customers' IT needs. "We ourselves are driven by customer satisfaction as the fundamental element of our business," states Mr. Khan. "ISS Solutions demonstrates a real commitment to customer satisfaction and customer service, and we look forward to working with them over the long-term."

IT SERVICE SPOTLIGHT: Outsourcing Your Call Center while Maintaining your Corporate Culture



The numbers show that outsourcing your call center will minimize your operating costs. But you have reservations. Your customers may not be comfortable with agents that don't follow your customer service principles or mesh with your corporate culture.

"Many of our clients have expressed a desire to engage call center agents who reflect their specific company values," says ISS Solutions Call Center Manager Eric Cain. "ISS Solutions has programs where agents are dedicated to one client. These agents are trained in the specific corporate values and service requirements of the client's organization. This enables our clients to reduce the total cost of support while increasing customer service and maintaining their corporate identity."

ISS Solutions' call center, located in Langhorne, Pennsylvania, provides help desk support for many companies in the healthcare, manufacturing, and government sectors. Our agents resolve most problems on the first call and achieve high levels of customer satisfaction.

ISS Solutions can customize the right solution for your business. Some example programs include:

- Performing unscripted, hardware troubleshooting on a 24 x 7 basis.
- Responding to Level 1 severity calls from over 5,000 users at a large medical center, resolving over 70% of them during the first contact.
- Reducing costs for an international food and facilities management company by 25%, while improving measured customer service levels.

ISS Solutions is on-shore, and agents are available 24 x 7 x 365 for short-term, long-term, overflow, and turnkey programs.

CE SERVICE SPOTLIGHT: Best Practices Improve Patient Care and Control Costs

To Joe Hardisky, ISS Solutions Vice President of Clinical Engineering and Geisinger Services, the implementation of best practices in clinical engineering increases quality of care, patient safety, and savings. ISS Solutions employs best practices in technology management, inspection, repair, and quality assurance.

Technology Management. ISS Solutions' commitment to best practices includes excellence in medical equipment selection, preventive maintenance/inspection risk criteria, equipment-related recall and incident management, inventory management, emergency procedures, and regulatory compliance strategies. ISS Solutions' competent technicians bridge the gap between clinical department need and appropriate technology alternatives, incorporating long-term savings and clinical efficiency.

Inspection and Repair. ISS Solutions' technicians plan, document, and execute customized inspection and maintenance protocols, while keeping a current, accurate electronic inventory of all clinical equipment. This rigorous process to continuously adjust inspection and maintenance protocols also increases efficiency, quality and safety. ISS Solutions' technicians understand that corrective maintenance is only one part of an effective clinical engineering program. Technicians keep detailed documentation for benchmarking, trending, and regulatory agency compliance. ISS Solutions' inspection/repair process is thorough, exemplifying best practices in clinical engineering.

Quality Assurance. ISS Solutions' quality assurance program measures both the quantitative and qualitative best practices above, as well as provides crucial feedback on client perception of the service experience. By creating, continually updating and improving its quality assurance program, ISS Solutions establishes clear, measurable goals for each key performance metric. We enable our customers to focus on healthcare delivery by providing confidence and peace of mind. With ISS Solutions, clients know their clinical equipment program is the best.

ISS Solutions keeps clients' equipment safe, effective, and available for clinical use. Our comprehensive clinical engineering programs define best practices.

To discuss our best practices in greater depth, contact Joe Hardisky at 570-808-7940.

EMPLOYEE SPOTLIGHT: Tom Hille



Ed Butler, Vice President of Information Technology, describes Tom Hille, Director of Business Development-Information Technology, in one word: trustworthy. "While interacting with clients, partners, and ISS Solutions associates, Tom consistently works as their advisor. He guides people to the solution that provides the best long-term value to our clients. When Tom recommends a solution, people respect his judgment and typically move forward with his

recommendation."

On a daily basis, Tom manages his sales team and works closely with the service operations group. This delicate balancing act requires good time management skills, deep industry knowledge, and keen interpersonal skills. Tom is in the business of developing and selling solutions to clients. People like to do business with Tom because it makes them successful.

Tom has developed long-lasting relationships within ISS Solutions, his client base, and key OEM partners. The foundation of Tom's ability to build relationships is trust. Building upon that trust, Tom leverages his deep knowledge of the Value-Added Reseller (VAR) business to provide value to his clients.

"Tom is attentive to client needs. He is a great communicator and good at collaborating with multiple contacts inside large, global clients. He helps clients come up with viable solutions to complex IT problems" says Peter Brooks, CEO of ISS Solutions.

Tom Hille graduated with a Bachelor's degree from Kutztown University with a dual major in both Computer Science and Business Administration. After graduating in 1983, he started at CHMC, a predecessor company of ISS Solutions, as a Sales Representative. Through the course of his 27 years, he has assumed more and more responsibility for strategic accounts and sales management.

Tom's time spent at Kutztown not only taught him the skills he uses every day, but also it led him to his wife Janine. Married for 24 years, Tom and his wife live on a small five-acre farm consisting of cats, a golden retriever, and miniature goats. "My wife likes the goats because they're cute; I like them because they help me cut the grass," Tom jokes. He also owns a boat named "ProLiant," which is named after an HP server. Boating and golfing are Tom's favorite pastimes.

IT PRODUCT SPOTLIGHT: Better Use of IT Resources Can Increase Efficiency and Reduce Costs

Virtualization allows organizations to partition server and storage resources to maximize capacity while avoiding the risk of instability that is associated with multiple applications on a single resource. Virtualization can be applied across multiple infrastructure layers including: desktop/laptop, software applications, storage, and operating systems.

The benefits to IT managers and administrators are numerous. Virtualization:

- Allows a shift in resources as necessary in reaction to a dynamic IT environment
- Can result in faster deployment of applications and simplified budget management as the need for new hardware is often eliminated

- Enables multiple applications to be deployed and higher utilization rates to be achieved through partitioning of server resources
- Makes disaster recovery more streamlined as moving networked data related to specific applications across locations is relatively quick.

Check your systems: if multiple servers, desktops, laptops, and storage units are currently running numerous applications, virtualization may be a way to streamline your system and reduce costs. ISS Solutions can help. To get assistance with virtualization, contact your Account Manager or Tom Hille at 215 752-2221 x 175.

MESSAGE FROM CEO: **Loyalty vs. Satisfaction**



Over 95% of our clients are *satisfied* with the services we provide. But is that good enough? I would like to see all our clients regard ISS Solutions as integral to their business—a collaborator that they would recommend to colleagues without hesitation.

Because Net Promoter Score (NPS) measures and allows us to improve client *loyalty*, ISS Solutions is now using this quality measure. NPS goes beyond “satisfaction” to collect information on why or why not clients would recommend us.

Although there is no NPS industry benchmark yet for business-to-business technical services, the business-to-consumer technology benchmark for NPS is 37%. Companies with scores above 80% are considered outstanding.

How did ISS Solutions do? For the fiscal year ending June 2010, our overall NPS score was 54%. One of our lines of business, our Langhorne, Pennsylvania-based contact center, achieved an outstanding NPS score of 81%. Although we are proud to beat the 37% business-to-consumer benchmark, we desire to be outstanding in everything we do.

One important goal for fiscal year 2011 is to improve our overall score. After carefully considering the comments you gave us as part of the NPS survey, we have made plans to make improvements. I'll report results to you again at next year's close. Thank you for participating and thank you for the detailed comments.

Sincerely,

THOUGHT LEADERSHIP: **Outsourcing Clinical Engineering**

Many healthcare organizations have made strategic decisions to outsource their clinical equipment maintenance and management to third-party independent service organizations, like ISS Solutions. The following advantages allow healthcare organizations to focus resources on their core mission of providing quality patient care.

Availability of Certified Technicians

Since clinical equipment is complex, it requires very specialized training to maintain. Because third-party organizations focus exclusively on these devices for multiple clients, they become experts. Multiple people within the organization are qualified and/or hold certifications, so if a technician is sick or on vacation, a colleague can fill in for him or her. If an unusual issue arises, a technician has company resources at his or her disposal for assistance.

Investment in Electronic Asset Management Systems

The investment in an electronic asset management system is an expensive proposition for a single healthcare provider. However, independent service organizations working for multiple clients make the investment in electronic asset management systems. These systems provide both the client and external inspectors with quick access to key information about equipment performance. They

provide inspection and preventative maintenance schedules so clinical equipment is regularly and proactively maintained to ensure peak performance.

Management of Equipment Repair and Maintenance

Consolidation of manufacturers' contracts by an independent service organization provides hospitals with a single resource for biomedical equipment problems. This frequently leads to increased uptime and fewer headaches for hospital staff. Sometimes equipment manufacturers do not have the resources to provide timely, on-site responses to equipment problems. In many cases, independent service organizations are certified on specific devices and are frequently able to perform maintenance immediately, typically at a lower cost.

Objective, Knowledgeable Equipment Acquisition

Third-party independent service organizations provide independent and objective consultation associated with equipment acquisition and retirement. Their expertise with clinical technology goes beyond that which is in any individual hospital. Ultimately, this expert advice will lead to equipment choices that maximize the lifecycle of an asset based on the specific needs of a healthcare organization.