

Enovate Uptime™

CLOUD-CONNECTED WORKSTATION SERVICE PROGRAM – POWERED BY RHYTHM™

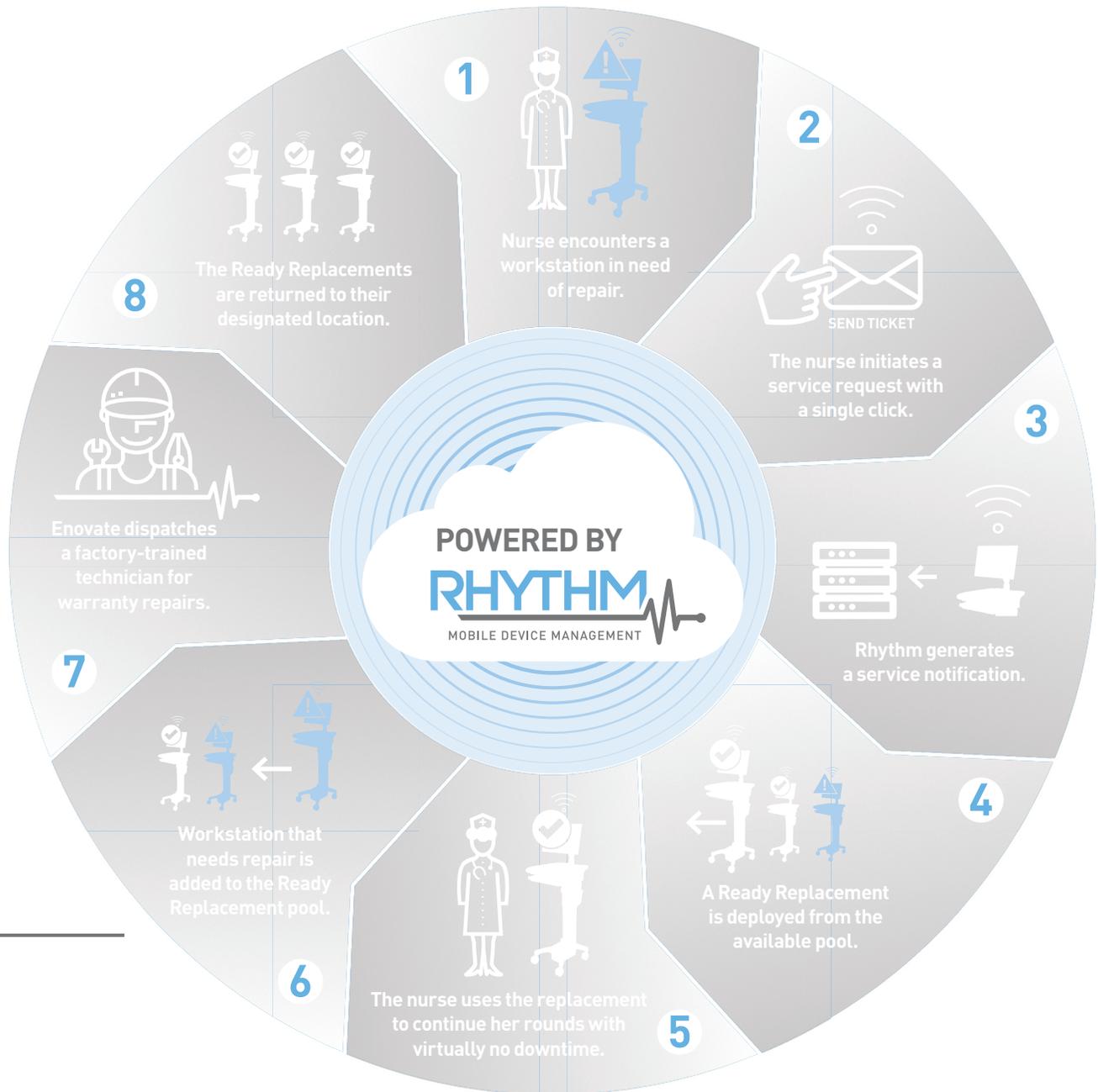
Ensure 100% Availability of mission-critical EHR workstations.

Enovate Uptime Service Program offers 100% availability for mobile EHR workstations to keep them up and running without burdening IT and maintenance staff.

With Uptime™, there is always a Ready Replacement™ available if a workstation needs repair.

The program includes:

- Rhythm Mobile Device Management
- Ready Replacements
- On-Site Dispatch
- Fleet Optimization



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Response Time Comparison

ENOVATE® UPTIME™ RESPONSE TIMELINE*

DAY 1



8AM
WORKSTATION
GOES DOWN



9AM
NURSE
REPORTS
ISSUE WITH
RHYTHM



11AM
IT INSPECTS &
TRADES OUT
WORKSTATION WITH
READY REPLACEMENT



NURSE RECEIVES
READY REPLACEMENT
WORKSTATION

**TOTAL TIME:
3 HOURS**

24-HOUR RESPONSE TIMELINE*

DAY 1



8AM
WORKSTATION
GOES DOWN



12PM
NURSE
REPORTS
ISSUE
MANUALLY



2PM
IT TECHNICIAN
TROUBLESHOOTS
REPORTED ISSUE



4PM
IT NOTIFIES THE
MANUFACTURER
OF ISSUE AT END OF DAY

DAY 2



8AM
MANUFACTURER RECEIVES REPORT
AND TECHNICIAN IS SCHEDULED

DAY 3



8AM
TECHNICIAN ARRIVES AND
TROUBLESHOOTS ISSUE



10AM
TECHNICIAN ORDERS
NECESSARY PARTS



12PM
MANUFACTURER SCHEDULES
PARTS TO DELIVER NEXT DAY

DAY 4



10:30AM
REPAIR PARTS ARRIVE AT
HOSPITAL AND ARE DELIVERED
TO IT DEPT



12PM
TECHNICIAN RETURNS
FOR REPAIR



2PM
WORKSTATION
RETURNS TO FLOOR

**TOTAL TIME:
78 HOURS**

*Times are estimates. Response times will vary.

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For more information on how Enovate Uptime can increase your sales, please call 888-909-8920 or email us at info@enovatemedical.com