

# Professional Services



## Protect your time with Codonics Professional Services programs: Efficient. Dependable. Expert.

Codonics Professional Services mission is to provide you with the highest quality of customer service, responding to your needs in a prompt and consistent manner. Our professional services staff is friendly, knowledgeable and always within reach to give your pharmacists and clinicians time to focus on the things that really matter, like your patients. As a trusted extension of your team, we are here to ensure your success from start to finish. Working with our customers throughout the world, we have the experience and know-how to quickly build and continually keep your formulary up-to-date, your software current, your maintenance on schedule, and ensure you're running smoothly with our Remote Management capabilities. You can be assured that we will quickly respond to your needs -- no matter which of our Professional Services you select.

**Codonics Remote Management\*:** Your Codonics Professional Services representative will remotely monitor the status of every Safe Label System (SLS) Point of Care Station (PCS) on your network using the SLS Email Notifier (EN) application. Your specialist is available Monday through Friday to provide you immediate service and support.

### The benefits of Remote Management include the following:

- Monitor the SLS system via email notifications on all public business days (M-F) of the year
- Review email notifications and notify site designated contacts regarding any performance issues as needed
- Schedules are customized to meet your needs
- Retrieve and review logs
- Formulary updates are performed by our staff while you maintain full clinical control

\*Remote Management requires the purchase, installation and operation of the SLS Email Notifier. The program requires networked SLS devices for proper management.



*"In the clinical use of SLS, customers report 95% reduced errors, up to 30% increased efficiency, and improvements in compliancy."*

---Frost & Sullivan 2014



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### Codonics On-site Programs

Expand your team with Codonics product specialists who will come on-site to provide you local expertise for unexpected events when you need it the most. Our on-site team is also available for scheduled system check ups and training refreshers. These factory trained experts can give you that extra resource, only when you need it.

**Service Program:** A Codonics product specialist will be on-site as needed to service an SLS PCS in the event of a problem. Prior to the on-site service, your product specialist will coordinate the repair or replacement with your designated contacts. When the need for on-site service is confirmed, we will schedule service as quickly as possible.

During the site visit, your product specialist will assist with or perform the following:

- Determine the cause of problem and type of replacement
- Repair/replace failed SLS PCS
- Repair/replace failed power supply
- Report networking configuration failures, if necessary

**Preventative Maintenance Program:** A Codonics product specialist will be assigned to your facility and will work with your team on-site on a schedule you customize. From as few as one to as many as 12 scheduled visits a year, we will provide system upgrades, check ups and training refreshers to keep the devices and your staff operating efficiently.

Your product specialist will assist with or perform the following:

- Upgrade of the formulary to the newest SLS software revision when performing a system upgrade
- Inspect each SLS PCS for performance and health
- Upgrade the SLS Administration Tool (AT) and all PCS devices (networked or otherwise) if a software upgrade is available
- Review relevant new features in a training session for new and existing users of both SLS AT and PCS
- Collect SLS PCS logs and provide a review of system performance and usage analysis

Safe Label System is the standard of care in the world's leading hospitals. Adding Codonics Professional Services extends that best practice, ensuring you have dedicated resources in place when you need them.

Our friendly, expert team is focused on keeping you efficient by maximizing your time and resources, enabling you to provide continued world-class patient care. You can depend on Codonics Professional Services to always be there when you need us.



Call Codonics today at **800.444.1198** or visit **[www.codonics.com](http://www.codonics.com)** for more information.

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