

Ascom Professional Services

Consultation | Implementation | Training | Advanced Analytics





Ascom Professional Services consists of four integrated components to help customers realize the benefits of digital transformation through optimizing clinical workflows: Consultation, Implementation, Training, Advanced Analytics.

You can take advantage of all of these customizable services or choose the right ones for your needs.



Trusted Clinical and Technical Consultation

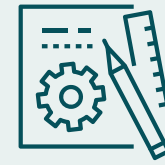
Our clinical team has **more than 175 years of experience across the spectrum of patient care**, from general and specialty intensive care, to pediatrics, emergency room and med-surg, to name a few. As a trusted advisor, we've helped more than 2,000 hospitals across North America advance their communication,

collaboration and clinical decision support systems through workflow redesign. **Our expertise designing custom workflows spans across hundreds of scenarios**, from making patient transport and room turnover more efficient to keeping staff safe through alerting to delivering proactive care with filtering and alarming based on early warning scoring for sepsis protocols.

We know that each acute care facility is unique based on factors including patient population, staffing resources and clinician skillset. Our clinical experts will evaluate your workflows and discover opportunities to improve them based on your quantified objectives – whether it's reduced message fatigue, improved HCAP scores,

clinical decision support automation, fewer readmittances, mitigating the effects of the nursing shortage or other challenges. **More efficient workflows will allow nursing staff to practice at the top of their license while improving the patient journey.**

Our clinical team stays with you throughout your technology implementation, engaging with you at set intervals to evaluate and adjust workflows so you continue to see return on your investment of technology-assisted care. Customers can buy consultation services before or after an implementation or included as part of an end-to-end project.



Efficient, Value-Based Technology Implementation

We engage our implementation engineers early on so they can get your project up and running on budget and on time.

We require two technical consultations between the customer and Ascom as part of any Ascom technology implementation. Depending on the complexity of the project, implementations can be performed remotely, on-site or a

hybrid. On average 60% of technology implementations can be performed remotely. Using the latest automated tools and processes, Ascom's review structure streamlines the project management process, helping **reduce on average 50% of time that may be wasted on site** if technical requirements haven't been met. This saves you time and money. In fact, **Ascom boasts a 93% on-time completion rate on average annually.**

Design, documentation and education

We assign a technical architect (TA) at the onset of your project to work directly across our project teams and you and your internal technical teams to clarify technical functions, needs or requirements for project delivery.

Our TAs are experts in industry topics including Servers, Networking, Telephony and Network Security as well as the Ascom Healthcare Platform's products and applications. They assist implementation by serving as the technical liaison between the Ascom implementation teams or the clinical teams and often provide ad hoc consulting on workflow or for interoperability for complicated site builds. They find potential problems and solve them before they happen to help keep projects on track.



Flexible Options For Training

Customers can purchase training separately at any time. Because hospital nursing and staff turnover frequently, we also offer refresher training.

Training services come in blocks of 8-hour increments based on customer requirements. **We customize each training to the hospital and their specific Ascom workflow solutions that may interoperate with other vendor products.** We also leverage the Ascom Center of Excellence (ACE), a physical demonstration environment equipped with the portfolio of Ascom acute care solutions, to train superusers in-person or remotely. Ascom also offers clinical training for channel partners so they can

service hospital customers in their region quickly. After your staff receive training, we can provide clinical support when it's time for your project to go live to ensure smooth adoption of your solution to further maximize your investment.

Before a technology implementation goes live, we offer clinical training. We can deliver this to superusers or end-users via:

- On-site instructor-led training
- Remote instructor-led training



Advanced Clinical Data Analytics

The Ascom Healthcare Platform provides the clinical communication and workflow orchestration tools needed to meet some of our customers most pressing

challenges. Our clinical data analytics team helps you use data analytics and consulting to improve care quality. **Because strategies and care change over time, this service helps you manage your changes with insights to get to your goals faster.**

This service combines the power of data with the experience of Ascom clinical consultants to help you in your digital transformation in improving the patient journey.

As part of this service, you'll get a customizable package of:

- Evaluations of current performance and recommendations for improvements
- Consultation with hospital care team staff
- Identification of nuisance and disruptive alerts
- Analysis of socio-technical adoption of technology and improvement recommendations
- Insights focused on workflow improvements for point of care



Scan the QR code to learn more about **Ascom Professional Services**.

Ascom Professional Services puts the capability to realize powerful solutions in customers' hands. Choose from all four services we offer or mix and match a package of services that fits your unique needs.

Contact ascommarketing@ascom.com to get started today.

ascom

Ascom North America

300 Perimeter Park Drive
Morrisville, North Carolina
27560 USA

Website: ascom.com/north-america

Email: ascommarketing@ascom.com

Phone: 877-712-7266

About Ascom

Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions – anytime and anywhere. Ascom's mission is to provide mission-critical, real-time solutions for highly mobile, ad hoc, and time sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete, and efficient workflows for healthcare as well as for industry and retail sectors.

Ascom's global headquarters is in Switzerland with its North American office in Research Triangle Park, North Carolina. The company operates businesses in 18 countries and employs approximately 1,300 worldwide. For further technical data, specifications, accessories or contact information visit Ascom.com and follow us on [Twitter](#), [LinkedIn](#), and [YouTube](#) for news.