



February 2020

# **SMARTCARE™ SERVICES**

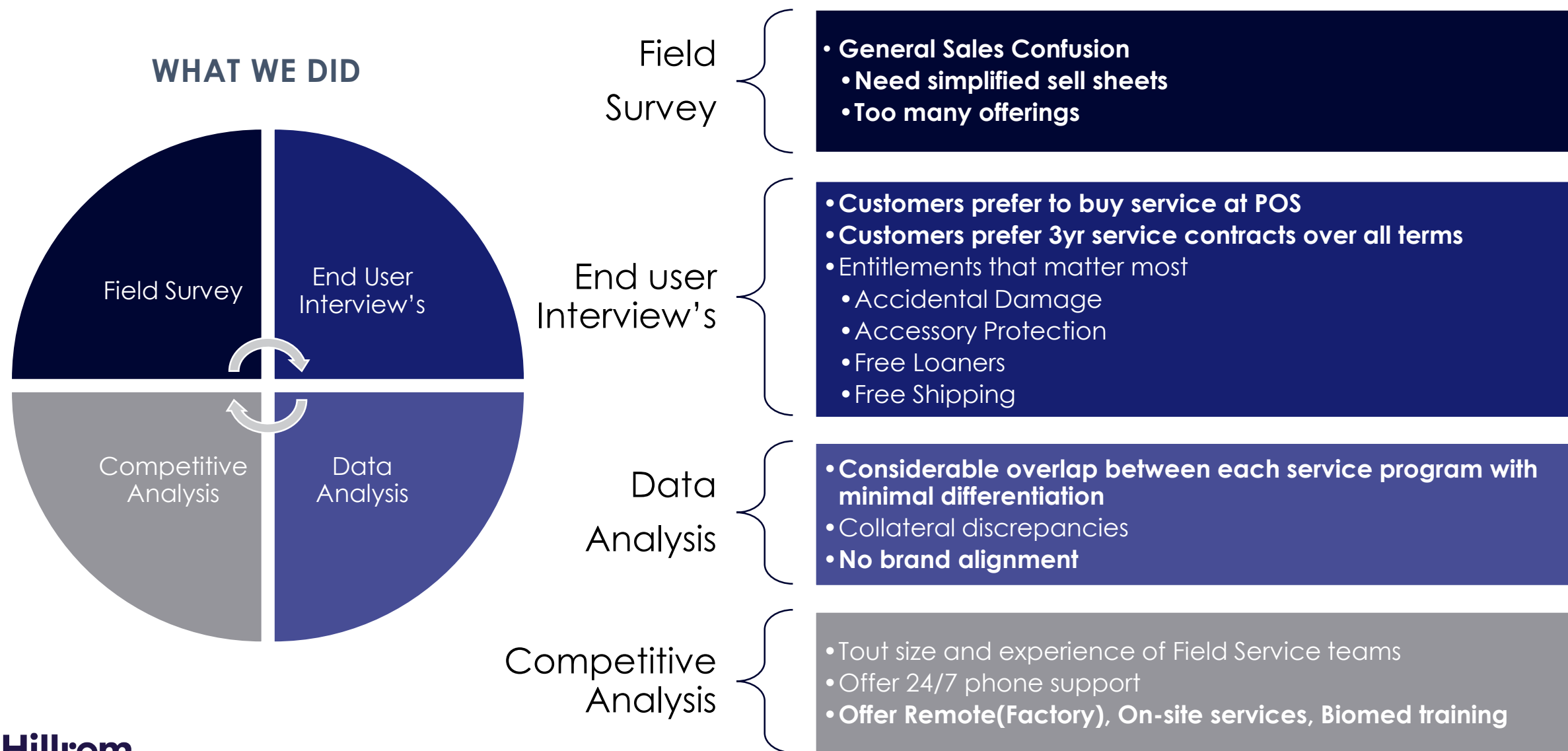
**Protecting Patients with Proactive  
Services**

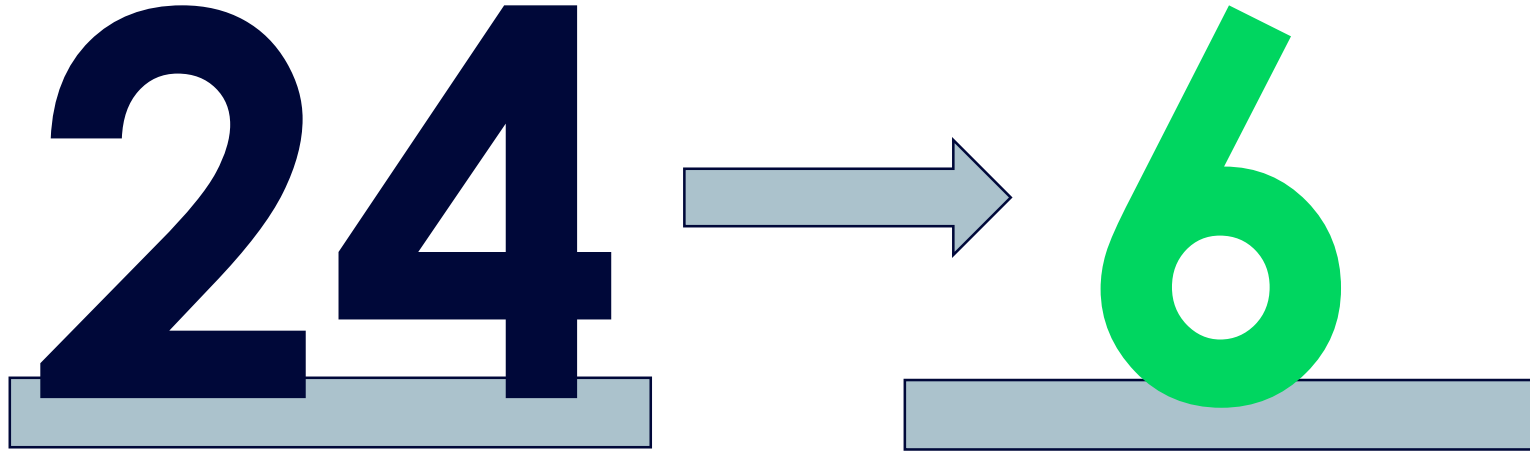


**Hillrom™**

# Service Analysis

## WHAT WE LEARNED





# Simplification

## What's Changing:

- ALL Partners in Care
- Biomed
- SmartCare PM
- SmartCare Complete
- Warranty Uplift
- 2,4,5-year options

# Brand alignment

- All Partners in Care part numbers will go end of sale at a date to be determined
- We will honor all "legacy" service agreements for the full term.

# Introducing the NEW SmartCare Service Programs

## SmartCare™ Services

### Protection



☐ Biomed

☐ Return to Factory Service

### Protection+



☐ Biomed

☐ Return to Factory Service

☐ On-site Service

# SmartCare™ Services For Maintenance and Repairs

## SERVICE PROGRAM OPTIONS

| Point of Sale                                                                       | Standard Warranty | Protection   | Protection+  |
|-------------------------------------------------------------------------------------|-------------------|--------------|--------------|
| Terms (Yr.)                                                                         | 2                 | 3            | 3            |
| Factory Repair Service                                                              | ✓                 | ✓            | ✓            |
| Software Updates & Upgrades                                                         | ✓                 | ✓            | ✓            |
| Remote Technical Support                                                            | ✓                 | ✓            | ✓            |
| Factory Repair Turnaround                                                           | 10-15 days        | 5-7 days     | 5-7 days     |
| Accessory Protection                                                                | Limited           | ✓            | ✓            |
| OEM Replacement Parts                                                               | -                 | ✓            | ✓            |
| Loaner Coverage (repair only)                                                       | -                 | ✓            | ✓            |
| Free Shipping (expedited)                                                           | -                 | ✓            | ✓            |
| Priority Phone Support                                                              | -                 | ✓            | ✓            |
| Accidental Damage                                                                   | -                 | ✓            | ✓            |
| Preventive Maintenance (annual calibration)                                         | -                 | ✓ (Factory)  | ✓ (On-site)  |
| On-Site Repair Service<br>(loaner/exchange available if cannot be repaired on-site) | -                 | -            | ✓            |
| Online Technical Training                                                           | -                 | 50% Discount | 50% Discount |

### Program Info:

- Dealer pricing will be available
- **NOT** on GPO

|             | Part Number        | Program Terms |
|-------------|--------------------|---------------|
| Protection  | S1-4400-PRO-PS     | 3 Years       |
| Protection+ | S9-4400-PROPLUS-PS | 3 Years       |



# SmartCare™ Services For Maintenance and Repairs

## SERVICE PROGRAM OPTIONS

| Post Sale/Renewal                                                                   | Standard Warranty | Protection   | Protection+  |
|-------------------------------------------------------------------------------------|-------------------|--------------|--------------|
| Terms (Yr.)                                                                         | 2                 | 1,3          | 1,3          |
| Factory Repair Service                                                              | ✓                 | ✓            | ✓            |
| Software Updates & Upgrades                                                         | ✓                 | ✓            | ✓            |
| Remote Technical Support                                                            | ✓                 | ✓            | ✓            |
| Factory Repair Turnaround                                                           | 10-15 days        | 5-7 days     | 5-7 days     |
| Accessory Protection                                                                | Limited           | ✓            | ✓            |
| OEM Replacement Parts                                                               | -                 | ✓            | ✓            |
| Loaner Coverage (repair only)                                                       | -                 | ✓            | ✓            |
| Free Shipping (expedited)                                                           | -                 | ✓            | ✓            |
| Priority Phone Support                                                              | -                 | ✓            | ✓            |
| Accidental Damage                                                                   | -                 | ✓            | ✓            |
| Preventive Maintenance (annual calibration)                                         | -                 | ✓ (Factory)  | ✓ (On-site)  |
| On-Site Repair Service<br>(loaner/exchange available if cannot be repaired on-site) | -                 | -            | ✓            |
| Online Technical Training                                                           | -                 | 50% Discount | 50% Discount |

**Program Info:**

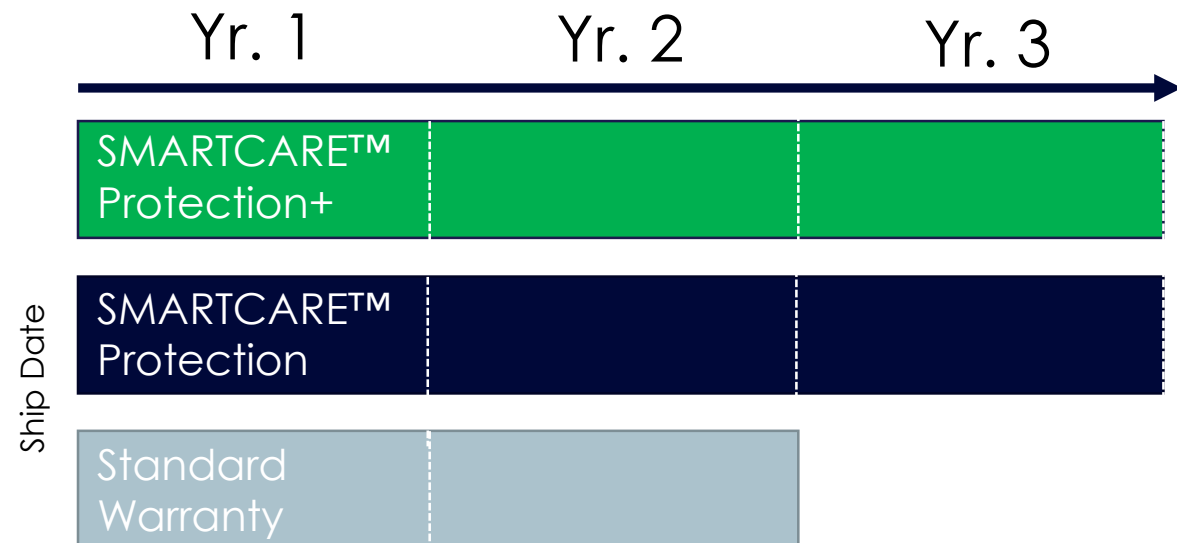
- **NOT** available through Dealer
- **NOT** on GPO

|             | Part Number       | Program Terms |
|-------------|-------------------|---------------|
| Protection  | S1-4400-PRO-1     | 1 Year        |
|             | S1-4400-PRO-3     | 3 Years       |
| Protection+ | S9-4400-PROPLUS-1 | 1 Year        |
|             | S9-4400-PROPLUS-3 | 3 Years       |



# SmartCare™ Service Program Product Coverage

| Product   | Protection | Protection+ |
|-----------|------------|-------------|
| SPOT 4400 | ✓          | ✓           |
| CSM       | ✓          | ✓           |
| CVSM      | ✓          | ✓           |
| CIWS      | ✓          | ✓           |
| STRESS    | -          | ✓           |
| ELI 380   | ✓          | ✓           |
| ELI 280   | ✓          | ✓           |
| ELI 150C  | ✓          | -           |
| CP150     | ✓          | -           |
| DCS       | ✓          | -           |
| H3+       | ✓          | -           |



- All New SmartCare Service Programs begin when product ships
- This is a change for all Legacy Mortara Products.

# SmartCare™ Services (Point of Sale)

## SCENARIO 1:

Customer purchases product with Standard Warranty

Ship Date

Yr. 1

Yr. 2

Yr. 3

### STANDARD WARRANTY

#### 2YR ENTITLEMENTS:

- Factory Repair Service
- Software Updates & Upgrades
- Remote Technical Support
- Factory Repair Turnaround (10-15 days)
- Limited Accessory Protection

## SCENARIO 2:

Customer purchases a product with a SmartCare Protection+ plan

### SMARTCARE™ Protection+

*The standard warranty has been replaced by the SmartCare plan!*

#### 3YR ENTITLEMENTS:

- Factory Repair Service
- Software Updates & Upgrades
- Remote Technical Support
- Factory Repair Turnaround (5-7 days)
- Accessory Protection
- Scheduled PM (On-Site)
- Free Shipping
- Priority Phone Line
- Loaner (Repair only)
- Accidental Damage
- On-site Repair Service
- Online Technical Training Discount

# SmartCare Program Matrix

## NEW

SMARTCARE™  
Protection

SMARTCARE™  
Protection+

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## LEGACY

Partners in Care  
Comprehensive PM+CAL

SmartCare  
On-site

# Stuff you're probably thinking about....right now.

- All Partners in Care part numbers will go end of sale at a date to be determined
- We will honor all “legacy” service agreements for the full term.
- The entitlements sheet will be updated to include new part numbers and program details.
- All the quotes will have a long descriptions detailing list of entitlements.
- Try replacing words like:
  - “PIC” with SmartCare Service Programs
  - “Contract” with Offerings or Programs
  - “Agreement” with Offering or Program
- Our friendly PSS team also has SmartCare Protection and Protection+ service programs for Beds.
  - They are **different** from the Front Line Care Programs.
  - All of the PSS programs are on-site services only and start after standard warranty expires.
  - A bed is very different than a CSM or a Treadmill.....so its ok to have different entitlements.
- Website will be updated....soon to at least have a landing page for the new programs.

## S1-CSM-PRO-PS (CSM SmartCare Protection 3YR POS)

- 3 Year SmartCare Protection Service Program
- Factory Repair Service
  - Software Updates
  - Factory Repair Turnaround (5-7 days), excluding transit
  - Accessory Protection
  - OEM Replacement Parts
  - Scheduled Preventive Maintenance/Calibration (mail to factory)
  - Free Expedited Shipping
  - Priority Phone Line for Technical Support
  - Loaner during repair event
  - Accidental Damage
  - Online Technical Training Discount

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- Hillrom.

| Part Number | Description                                                                                              |
|-------------|----------------------------------------------------------------------------------------------------------|
| 84722       | Welch Allyn Connex <sup>®</sup> Spot <sup>®</sup> Monitor Li-Ion Battery, 2 Cell, 72 V                   |
| 02854-0000  | Welch Allyn SunTemp <sup>®</sup> Plus Oral/Auxiliary Probe Well for Monitors; (Blue (Probe Not Included) |
| 3278-010    | Nonin <sup>®</sup> SpO <sub>2</sub> Sensor, Adult, 2 Meter                                               |
| 4400.PS     | Power Transformer                                                                                        |

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# Questions?

