



# Professional Services

## Software Management & Integration Support

Breathe easy knowing your Vyaire products are cared for by our expert team of service professionals.

SERVICE



# Professional Services

## Software Management & Integration Support

Just like our phones and computers, medical device software requires regular maintenance and upgrades. These activities are key to maintaining optimal performance, improving cybersecurity, and introducing the latest innovations. Our Software Management and Integration Support contracts are designed to provide just that for the SentrySuite®/Vmax™ applications, network databases, and interface connectivity. Supported by our highly skilled IT Systems Specialists, you can gain access to priority service, software upgrades, and other contract benefits.



## Key Considerations

- How do you plan to handle software management and support your network/electronic medical record (EMR) integration solution?
- Would your team benefit from a direct line into Professional Services for routine troubleshooting related to network, interface, and report-related issues?
- On what schedule will you upgrade your SentrySuite software as new versions are released, so you can leverage features driven by the latest ATS/ERS<sup>1</sup> recommendations?
- Within what timeframe does your IT Team require upgrades to medical device software, to ensure access to the most up-to-date cybersecurity improvements?
- How do Microsoft operating system and SQL updates impact your upgrade timeline?
- Are you interested in support, through a contract, to customize reports and predicted sets, or have you budgeted for this separately?
- Does your IT team need priority support to maintain the bi-directional interface with your EMR and/or Mobile Review?

## We are committed to meeting your current and future needs.

### Stay up to date with the latest software version

Gain access to the latest ATS/ERS recommendation-driven software upgrades and enhancements driven by customer feedback. Initiate upgrades as they become available, without the need to request capital budget dollars.

### Improve cybersecurity

As we design new versions of SentrySuite software, cybersecurity is top of mind. Leveraging your contract, you are guaranteed access to the latest innovations in cybersecurity. Visit [www.vyaire.com/product-security](http://www.vyaire.com/product-security) to review our latest Security Bulletins.

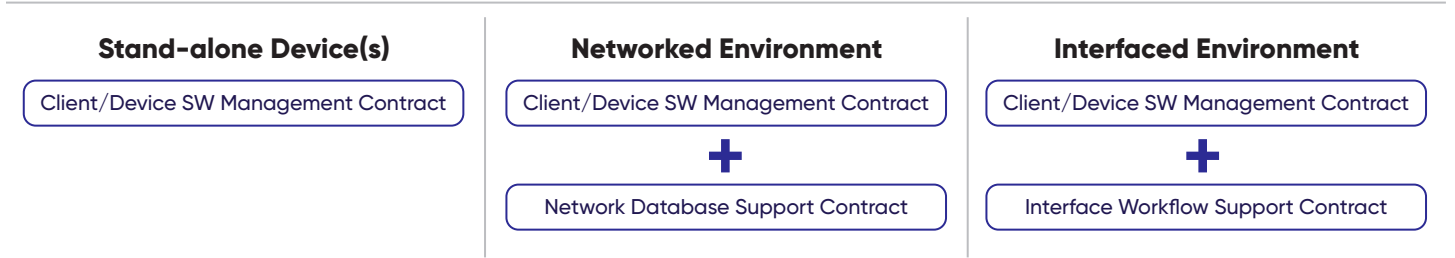
### Maximize system availability

Contract customers receive priority service and a direct phone line into Professional Services.

Your Sales Consultant can help you choose the contracts that align with your software management needs and level of device integration.



### CONTRACT COVERAGE GUIDE<sup>2</sup>



Contract Benefits	Client/Device Software Management	Network Database Support	Interface Workflow Support
Maintains SentrySuite/Vmax software application on workstation(s)	•		
Provides proactive notification of maintenance package releases for bug fixes and cybersecurity updates	•	•	•
Provides software upgrades when available	•	•	•
Provides direct phone line into Professional Services <sup>3</sup>	•	•	•
Provides priority response and resolution for calls into Professional Services	•	•	•
Supports report and predicted set customization	•	•	•
Maintains SentrySuite/Vmax application services and databases <sup>4</sup>		•	•
Maintains Mobile Review		•	•
Provides administrative maintenance web-based training for super users <sup>5</sup>		•	•
Maintains bi-directional interface with EMR system			•
Supports issue resolution and testing requirements due to EMR system updates			•
Supports server migration			•

#### Protect your operational budget

When you purchase a multi-year contract, you save up to 15% on contract pricing, lock in a fixed annual rate, and avoid annual price increases.

# Footnotes

1. "ATS" represents American Thoracic Society and "ERS" represents European Respiratory Society.
2. Client/Device Software Management contracts are sold as one contract per device. Network Database and Interface Workflow Support Contracts are typically sold as one contract per customer. Customers will require additional Network Database or Interface Workflow contracts if they maintain more than one instance of Vyaire software, e.g., more than one network or more than one EMR interface.
3. Customers should have their contract number ready when they call. Should a Professional Services team member not be immediately available, there will be an option after one minute on hold to leave a voicemail and the call will be returned on the same day by the next available resource. For hardware related questions and assistance, please continue to contact Technical Support at 800.231.2466. Calls into the Professional Services contract line are limited to support for contract benefits. All other calls should be directed to Technical Support.
4. Network Database and Interface Workflow Support contract benefits also apply to IT test environment, administrative, and reading stations. These stations do not require individual Client/Device Software Management contracts.
5. Each web-based training program is one hour long and includes one instance of training per contract year. The target audience for training includes, for example, Lead Respiratory Therapists, Super Users, and/or IT. Charges will apply for additional instances of training.

## Scope of Services Policy

Vyaire Software Management and Integration Support contracts provide remote support for the software, database, and integration only. They do not include coverage for Windows upgrades, device hardware, spare parts, on-site service, or field service repair. If maintenance package or software upgrade support requires an on-site visit from a Vyaire Field Service Technician, additional charges will apply, unless the customer has a Service Contract and the requested/required service is deemed covered per the terms and conditions of the Service Contract. On-site support for software upgrades is not covered under Vyaire Service Contracts.

Contract support is provided during normal business hours, Monday through Friday, 7:00 am to 7:00 pm Central Time. Requests for work to be performed after normal business hours, over the weekend, or on Vyaire company holidays is not covered under the Software Management and Integration Support contracts and will be billed separately at the after-hours/weekend/holiday Professional Services hourly rate.

To purchase Software Management and Integration Contracts the software version on the customer's device(s) must be within two (2) software release versions from the most recent release. If the customer requires upgrade beyond two (2) version levels, additional charges will apply.

Additional charges will also apply under the following circumstances:

- The Customer requests additional customization, which is outside the scope of the contract benefits, such as discrete data filters, MRN conversions, custom database scripts (for data warehouses, research databases, Sentry CIS Data Cube, etc.), or auto-interpretation.
- The Customer requests that support work be performed after hours, over the weekend, or on Vyaire company holidays. Such requested work will be billed at the Professional Services after-hours/weekend/holiday hourly rate.
- If, during routine troubleshooting (as a part of a Software Management & Integration Support contract), it is discovered that more than two hours of support are needed for a problem that was not caused by or the result of an issue with Vyaire equipment, all hours beyond the first two are not covered by the contract and will be billed at 10% off the applicable Professional Services hourly rate.

**Contact your  
Sales Consultant  
for more information  
about our Service Solutions.**

**Contact our Service Teams for support at:  
1.800.231.2466**

### **GLOBAL HEADQUARTERS**

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