

## Professional Services Team – Your “Trusted Advisors in Connectivity”

Capsule knows that it takes exceptional service to be the leader in device connectivity. Our Professional Service Team is a dedicated team of individuals who are continually recognized for their personal service and dedication to detail, and viewed by customers as the “*Trusted Advisors in Connectivity.*” Our support team is designed for 24x7 operation and offers assistance by phone, email, online and live WebEx. Capsule’s Professional Service Team delivers expertise and guidance that transforms care delivery and helps to achieve better outcomes and a positive return on investment in health information technology (HIT). Services offered by our Professional Services Team include:

“Capsule’s support has been very helpful in setting up valuable data exchange”

**Richard S. Temple**  
CIO

St. Clare’s Health System, NJ

### Pre-Sales Consulting

Our pre-sales consulting group works with customers analyzing their connectivity options, making recommendations to configure a solution that will meet their short and long term connectivity needs that focuses on leveraging existing technologies and investments across the entire institution.

### Project Management & Implementation

Our Professional Services team will work directly with the hospital to ensure that a complete end-to-end device connectivity solution is extended. Capsule has proven methodologies and a long track record of ensuring successful connectivity solution design and implementation, resulting in the completion of clearly defined project deliverables within pre-determined time and budget limitations. Capsule offers complete project oversight, including:

- Assistance to project management and planning
- Supplying all required software components
- Managing the delivery of required hardware components
- Assistance supervising the installation and configuration of the solution
- Providing assistance during the testing phase
- On site go-live support as necessary

Our Implementation team provides on-site installation, configuration, and training to hospital staff on the connectivity solution as well as on-going technical support during the testing phase.

### Technical Support

While our solution is designed for continuous operation with minimal support needed, Capsule knows that things happen, staff changes, and questions arise. All support staff have extensive experience with Capsule’s Connectivity Solution and are 100% focused on medical device connectivity. Capsule’s Support and Implementation teams are one in the same, meaning the same group that implements the solution will also maintain it and provide support service. This ensures an efficient support structure with little to no learning curve. Support includes standard software maintenance including software updates and documentation updates. Specifics of these services are detailed in the Capsule’s Software Maintenance and Support Services document. In addition to these standard support and maintenance services, we also offer continuous electronic and telephone access to our Technical Support Staff. Our toll-free, technical support line is monitored 9am to 6pm EST and can be reached at (800) 260-9537.

“We were very impressed with the tools available within DataCaptor and Capsule’s expert technical support during our short implementation phase.”

**Sarah Gonnella**  
Systems Analyst  
HealthPartners, MN