

JJWILD MISSION-CRITICAL SUPPORT FOR YOUR MEDITECH SYSTEM



At JJWild, we understand the critical nature of your MEDITECH environment and we're here to support you. Our mission is to develop and deliver integrated IT solutions that empower healthcare organizations using the MEDITECH Health Care Information System (HCIS) to optimize healthcare delivery. Our leadership in the design and integration of technology and infrastructure solutions, combined with our deep expertise in MEDITECH's application portfolio, helps improve the efficiency and quality of your operations.

JJWild's support services are designed to provide in-depth knowledge of your technology and – perhaps even more important – how it works with your MEDITECH system. JJWild will serve as your single point of contact, leveraging our experience and strong industry partnerships on your behalf. We're also your advocate, facilitating communication and teamwork to quickly identify issues and implement optimal solutions for your organization. We want you to feel comfortable that you have a partner who can assist you with critical technology issues, as well as questions that arise during day-to-day operations. With the most MEDITECH-experienced systems engineers at your service, you can count on JJWild.

JJWild Mission-Critical Support Highlights:

- ✓ Comprehensive Support Agreements
- ✓ Reduced Customer Responsibility and Risk
- ✓ MEDITECH-Experienced Engineers
- ✓ 7x24x365 Support
- ✓ Simplified Process
- ✓ Your Satisfaction: Our #1 Priority

*Support Services from
the Most Experienced
Team in the Industry*

Comprehensive Support Agreements

JJWild's contracts provide support to any hospital employee for any part of the solution purchased through and installed by JJWild. Support agreements cover incident handling, assistance requests for issues such as configuration and tuning, and general usage questions regarding best practices.

Support agreements may be purchased for:

- Storage Area Networks (SAN)
- Servers for the MEDITECH Operating Environment
- Servers for the PACS Operating Environment
- Backup Solutions

Reduced Customer Responsibility and Risk

JJWild's mission-critical support is essential to minimize the risk of any potential downtime. It is also your lifeline during critical times. It is our intimate understanding of your systems environment and specific MEDITECH design that allows JJWild to provide you expert advice and support when you need it the most.

- We will leverage our experience working with MEDITECH and MEDITECH hospitals worldwide to lessen your organization's risk.
- JJWild will serve as your single point of contact for support of your complex multi-vendor environment.
- JJWild will handle coordination on your behalf, whether it's with a backup software vendor, a hardware vendor, or with MEDITECH, and we'll help you get your issue resolved in a hurry.

MEDITECH-Experienced Engineers

The JJWild Engineering Team is the most experienced systems group in the industry, working in close cooperation with MEDITECH for over twenty years. With an in-depth understanding of your systems environment and customized MEDITECH design, JJWild can mitigate any potential issues and quickly resolve any should they occur.

- JJWild's Support Engineers have a deep understanding of the MEDITECH system and the ability to diagnose problems in a multi-vendor environment.



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ACHIEVE THE POWER OF

- JJWild's support model allows for collaboration with third party vendors and MEDITECH to triage and resolve problems. We understand the design and configuration of the components and are in a unique position to help the hardware manufacturer's field engineers address your real issues without disturbing the integrity of the MEDITECH configuration.

7x24x365 Support

In your critical healthcare environment we understand that around-the-clock support is a necessity, and we are always just a phone call away – 24 hours a day, every day of the year.

- You will have direct access to our Support Team Monday through Friday 8:00am-8:00pm ET, and after-hours access to on-call engineers within our team.
- Our on-call engineers have immediate access to senior technical resources to escalate and resolve an issue if necessary.
- You can expect a response time within two hours from the time we are notified of the issue for all incidents and service requests.

Simplified Process

When you submit a service request to JJWild, you are assigned a case manager who will be your single point of contact until your issue is resolved to your satisfaction. On your behalf, he or she will contact the appropriate vendor(s), monitor progress, and escalate if necessary to ensure timely resolution.

- JJWild will send automated emails out to you when we open and close service requests. These convenient notifications include information such as the service request number and the JJWild person responsible.
- MEDITECH's VPN (Virtual Private Network) allows us remote access to servers for diagnostic purposes. Through the VPN we can access your network to provide remote support. Our engineers will ensure compliance to MEDITECH certification standards by third parties and offer a work-around for known issues that have standard repair methods.
- Your case manager will assign engineers for remote assistance and dispatch field engineers or sub-contractors as required. He or she will work with you to schedule a mutually convenient time for a site visit, if needed.
- JJWild's warranty administration department ensures that you have continuous warranty coverage, providing you with advanced notification of warranty expiration for renewal.

Your Satisfaction: Our #1 Priority

At JJWild, our greatest goal is your satisfaction.

- JJWild is committed to partner with you until your incident is resolved to your satisfaction.
- As part of our closure procedure on service requests, we encourage every customer to complete a brief web survey to let us know how we're doing. These surveys are very important to us and all input is automatically sent to the support department management team for review and follow-up.

Your Strategic MEDITECH Solutions Partner

Partner with JJWild and ensure your organization achieves the power of MEDITECH.



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