



DEPEND ON US.

Clinical Application Services

*Depend on **Experience**. Depend on **Precision**. Depend on **Technology**.*

At EMSAR, our clinical application services add value and staffing flexibility to medical device & product companies, healthcare facilities, and clinical information system companies.

Our application specialists and educators are experts in their disciplines and care environments bringing instant credibility to your product lifecycle and personnel needs. We have a proven record of accomplishment in recruiting, training, and retaining resources. We also offer several support and staffing models so you can control your baseline overhead costs.

Services We Offer:

- On-Site staff education for end-users, super-users, and more
- Configuration of equipment, software applications, and reports
- Go-Live support during new installations or upgrades
- Follow-up and support via phone, webinars, or site visits
- Sales support via demonstration or trade-show assistance
- Other consulting: Workflow, policy and procedure, clinical seminars

Accountability. Consistency. Innovation.

Your Trusted Partners

At EMSAR, we are a total-service solutions provider with a North American footprint. In addition to offering service and repairs for mission-critical equipment, we are trusted partners and strive to establish lasting relationships with our valued customers. Our associates, customer service professionals, and technicians are hardworking, highly trained individuals dedicated to delivering exceptional service.



**CLINICAL APPLICATION
SUPPORT BY THE NUMBERS**

5100
DAYS OF CUSTOMER
SUPPORT ANNUALLY

1300
ASSIGNMENTS
ANNUALLY

WORK
WITH



100
CLIENT CLINICAL
SPECIALISTS

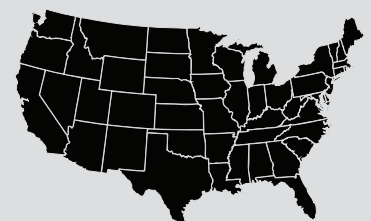


500
HOSPITALS AND
OUTPATIENT CENTERS

CLINICAL EDUCATORS 36



NATIONAL FOOTPRINT



Clinical Application Services

Here are **FIVE** reasons why you should choose us as your trusted partner:

- 1** A reliable partnership: At EMSAR, we work side-by-side with OEM leadership with the goal of adding value in every part of the process. We are recognized as problem-solvers that cultivate our experience and knowledge into action on behalf of each OEM we work with.
- 2** A team you can trust: We have an excellent formula for vetting and delivering quality people via a comprehensive hiring process, which includes multiple interviews before we hire. Our recruiting is about more than just putting people in open positions. We do the extra work to match the right candidates with the right opportunities so we can best support our associates and your needs in the long term. We seek out clinicians that possess the personality traits and skills that are fundamental to delivering exceptional service.
- 3** Commitment to our clinical educators: We invest in our associates' prosperity in several ways. For example, our educators are considered full members of the EMSAR team, which means even our per diem clinical educators can be eligible for full benefits. In turn, we have a great team of dedicated individuals who are both committed to EMSAR as an organization and to the objectives of our valued clients. These strategies have decreased turnover and this consistency benefits our clients in the long run.
- 4** Quality processes: EMSAR has been in the healthcare space for decades, which means we can anticipate an OEM's quality process needs and we are more than able to assist. EMSAR has developed proprietary training modules and an orientation class that every educator completes upon hire. We require this because we know that comprehensive training leads to more knowledgeable and efficient educators, which brings greater customer satisfaction.
- 5** Focus on the OEM's customers and their patients: Patients should be at the center of our universe when we offer provider end-user education and go-live support and configure equipment. We know at the end of the software and devices we support is someone's family member or friend. And, as clinical educators, our job is to help providers use these devices and systems to optimize safe and effective care.

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Partners**

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