



## Caring for People Who Care For Patients

**A Community of Lab Innovators Dedicated  
to Exceptional Patient Care.**

Clinicians and patients are depending on your lab to be ready to provide the test results they need to move treatment forward. That's why we pay extra attention to ensure your lab is running smoothly — with an innovative, supportive, and holistic approach to service.



Providing industry-leading service and support.  
**Because every test is a life.**

# Ortho Care. Industry-Leading Approach to Service and Support



## The People

Providing customized, customer-focused solutions, **our highly skilled team of field engineers, technical solution specialists and laboratory specialists** keep your analyzers running smoothly, minimizing interruptions to patient care.



## The Technology

With **first-in-class technology**, the Smart Service app arms our Ortho Care teams with analyzer intelligence in the palm of their hand. Ortho Field Engineers have **the information they need to quickly and completely resolve issues**, giving you faster resolution and improved reliability.



Your analyzers stay up and running  
**we guarantee it**

24x7x365—no additional cost

## The Reliability We Guarantee

In the unlikely event your analyzer does not meet Ortho's minimum performance standards of **98% in-service time**, Ortho will credit your lab the difference.\*

## 67%

**Remote Resolution Rate<sup>†</sup>**

We resolve most issues without dispatching a field engineer.

## 89%

**Same-Day Repair Rate<sup>†</sup>**

We resolve a majority of service orders the first time.

## 30%

**Improvement in Reliability<sup>†</sup>**

We continue to re-invest in our products, technology, and people to give you solutions you can depend on.

\*In the event the uptime (at the end of any year during the term of the agreement) is less than 98% per analyzer, Ortho will offer a credit to the customer based on the one-year cost of customer's service contract for such analyzer. The amount will be a 1% credit for every percentage point the uptime is under 98%, up to a maximum of 5% per year, per analyzer. Contact your local Ortho representative for details on eligibility. Exclusions may apply.

<sup>†</sup>Data on file.



# Ortho Plus. Services Designed With You In Mind



## Inventory Management

Cloud-based software helps monitor and forecast inventory levels quickly across all sites, so you can focus on patient care.



## Ortho Store Front

You can quickly order products online, modify your orders, track shipments, access real time reports, and find key documentation. All with convenient payment options.



## Online Training Resources

Fully leverage our powerful integrated technology through comprehensive online educational resources and flexible training programs.

- New Courses bi-monthly
- PACE accredited content

## Confidently Run Your Business With Analyzer Performance Dashboards.

View analyzer turn around time, workload, and other key metrics all from one location.

Monthly performance results are delivered straight to your inbox.



Testing  
breakout



Key  
performance  
graphs



Reagent  
usage



Maintenance



## Reliability Begins With Seamless Implementation

You are assigned an expert project manager certified to lead your team through our proven 6 step Smart Start implementation process.

- 1 Discovery
- 2 Project Plan
- 3 Installation Qualification
- 4 "Crossover" Operation Qualification
- 5 "Go Live" Performance Qualification
- 6 Implementation Close Out



## Reimagine Your Lab For a More Efficient Future

We combine the power of six sigma, lean thinking, and design excellence to guide you and ensure you have the right solutions that best fit your unique needs.

ValuMetrix® Services offers a proven way to raise productivity, decrease costs and deliver improved service levels.



We're proud to deliver consistent, dependable support so your lab can focus on patient care—not analyzer care.

**#1** Ranking by Service Trak™ for **superior service and support** received by Ortho Care in 2016, 2017, 2018, 2019, and 2020

**#1** in **Overall Customer Satisfaction** for Clinical Chemistry, Immunoassay and Integrated Systems in 2018, 2019, and 2020

**#1** **Overall System Performance** in 2019 and 2020