




Comprehensive services to help you get the most from your technology investment



## Get up and running quickly, efficiently, and effectively

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ZOLL implementation services can help your organization deal with the demands of today and prepare for the challenge of tomorrow. Our services offer methodologies designed to address workflow and technology needs ranging from strategic planning and rapid implementations and upgrades, to system optimization and end-user training.

Whether you're starting your first implementation, or upgrading to the latest version of your ZOLL software solution, our implementation team can help you make the most of your technology investment. Throughout each phase of your solution lifecycle, our implementation team works with you to monitor your business objectives, track your progress, and measure the benefits to your business.

Installing a new software solution is much more than loading a CD onto a server and hitting a few keys.

As your organization considers a major system implementation, you may have a variety of concerns:

- **Have you contemplated all the demands that could be placed on you and your staff?**
- **Do you have sufficient capacity to simultaneously manage day-to-day operations and implement a new system?**
- **Does your staff possess the knowledge, skill, and experience to accomplish your objectives?**

Although comprehensive in scope, the typical implementation process can take months to complete and place considerable strain on your staff and resources. Fortunately, ZOLL's years of cumulative expertise have led to innovation in implementation, with the creation of a process that optimizes resources to focus on speed to value.

## We're there for you

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ZOLL's technical support is brought to you by experienced solution experts who receive ongoing training to stay on top of all aspects of our software. Support can be accessed through the web, via email or fax, or by a direct, toll-free number. Whatever ZOLL software solution you have, you can be confident that

specialized, expert support is available when you need it. At ZOLL, customer support is more than a help file or someone reading you a script. We understand that any issue with your EMS software can cause a disruption in your business.

# PARAMEDIC



That's why members of our support team work hard to quickly and efficiently resolve your issues. And it's the reason our commitment to your success continues throughout the life of your solutions, with the best customer support processes and people found anywhere.

When you contact us, the support expert who fields your request will be your single point of contact until your issue is resolved. A significant majority of our support tickets are resolved during the first call. Our customer support representatives can draw upon the resources of our entire company to address your issue, whether it's a simple configuration question or a significant conflict, we're there for you. Additional support is provided through our web-based customer portal.



## Tailored to fit your unique needs

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ZOLL Custom Solutions Group integrates your RescueNet solutions to fit your unique business needs. In our custom solutions group, our software engineers and business analysts are at your service. With our insider's view of RescueNet solutions, we can help you maximize the value of your technology investments and enhance your organization's business success.

When you request a custom solution from ZOLL Custom Solutions Group, we assemble a team of specialists with skill sets that match your needs. Our experts draw on proven development methodologies and their own extensive knowledge of RescueNet solutions to minimize the risks of custom development and maximize the benefits for you.

### **The total integration of your data management solutions can:**

- **Improve response times and closely monitor response compliance**
- **Ensure more accurate data entry and reporting, and eliminate duplicate data entry**
- **Maximize the value of hardware investments already in place**
- **Reduce radio traffic between dispatch and crew**
- **Increase dispatcher efficiency and crew accountability**
- **Automate repetitive tasks for billing staff and reduce staffing costs**



- Maintain flexibility as business changes
- Enable EMS agencies to meet reporting obligations
- Maintain consistency in information reported from diverse systems
- Make use of data that's already available and software that's already in place
- Help you manage business processes more efficiently and ensure managerial control over business processes

As a result, you get a comprehensive business software solution that is tailored to support your operational processes as you choose to define them. Your solution is crafted by our custom solutions group to fulfill your unique requirements and accelerate the return on your investment.



## Optimize technology investments, transform capabilities and achieve greater business value

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ZOLL's information technology consulting, AVR consulting, and operations consulting services can ensure that your solutions bring the most value possible to your EMS organization. Our experts in these areas will evaluate every part of your operation and make professional recommendations that will help you achieve business success.

EMS billing has developed into a constantly changing system that requires knowledgeable, efficient and effective billing processes. You must adhere to complex and specific billing requirements from Medicare, Medicaid, and insurance companies. Failure to comply with these strict requirements could result in stiff government penalties that could cripple your company.

A strong billing structure, effective management of the billing requirements, and the optimal use of the RescueNet Billing solution are the building blocks to an efficient billing department. And a profitable billing department gives you the resources needed to continue to provide state-of-the-art services. Take control of your billing operation and turn it into an efficient and effective department.

With a base of best practice knowledge gained from hundreds of implementations, our IT consultants work with one goal in mind—to help you realize rapid implementation, low total cost of ownership and high return on your investment. Our software is already built with functionality specific to the EMS industry—helping reduce the complexity, risk and cost of implementation,



but with expert consultation about your IT infrastructure before implementation, you can be assured that you'll get going as fast as possible. Operations consulting can help with Demand Analysis.

An analysis of ambulance call volume that provides an agency with a highly reliable demand for service pattern

and enables an EMS organization to accurately determine the number of ambulances needed to be staffed by hour of day and day of week. Staffing in this way enables improved response times through accurate supply to demand matching and improves economic stability and profitability by minimizing wasted ambulance unit hours.

## The value of self-sufficiency

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We're committed to ensuring that you become as self-sufficient as possible when using our solutions. We offer education and training services customized to meet your needs, including live training at your office or our office, regional classroom training, and web-based training. We can either train your trainers or train your users directly. It's all part of our promise to help your people use our solutions to achieve more efficient and cost-effective operations. The services we offer in this area are a key ingredient in the low total cost of ownership that can be realized with ongoing education and training.

Beyond our standard training services, we also offer training webcasts and an annual users conference designed to keep you abreast of current and emerging best practices. And one of our most popular offerings has been a series of free webcasts covering such topics as working more efficiently, reducing the cost of doing business and doing more with less.



### Onsite Training

Onsite education in your own office is available for new and experienced users. We also offer a series of classes at our office in Colorado; customers will be notified when these classes are scheduled.

### Regional Training

ZOLL offers regional training around the world. Customers will be notified via email when these opportunities are scheduled.

### Web-based Training

Web-based training offers live, interactive classroom education from your own office. You participate through a web connection and interact with the instructor, and other students, through a toll-free phone conference. With web-based training, you can save the time and money required for offsite education, while gaining the benefits of an instructor-led class. When web-based classes are scheduled, customers will be notified via email.

For more information about the education programs we offer, contact us at [col-training@zoll.com](mailto:col-training@zoll.com).



## Business intelligence is a requirement for operational success

It's important to use the best technology in your EMS operation, but it's equally important to know how to apply it to your business. RescueNet Custom Reporting helps you leverage your integrated data source and mine the RescueNet data you need to streamline operations, improve patient care, and reduce costs.

Customized and easy-to-distribute reports increase operational efficiency when performance analysis managers have reports tailored to their specific metrics and thresholds. Billing managers can decrease their DSO (Days Sales Outstanding) with regular evaluation of custom reports. Automated distribution of reports increases efficiency, but also increases the likelihood of prompt review.

Advanced reporting options such as Business Objects Enterprise Edition allows you to distribute and schedule reports via email and/or post reports to a file system. Automating the distribution and scheduling process can save administrative time. Some organizations have realized a full return-on-investment within weeks of going live on Business Objects Enterprise Edition.

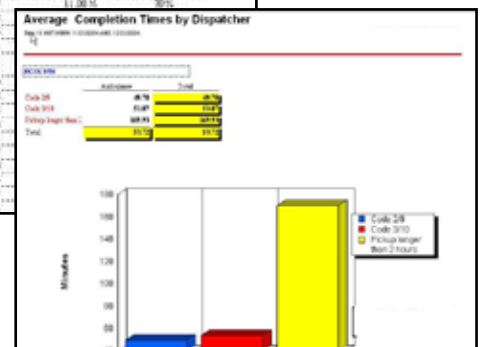
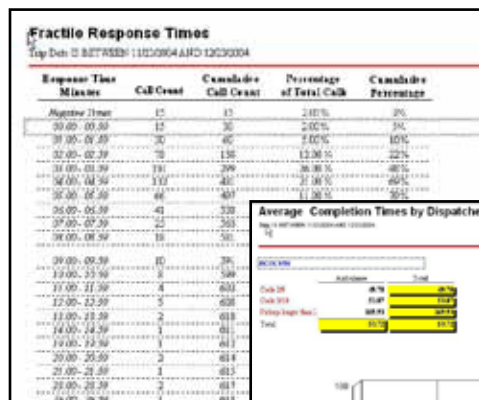
Report consulting provides expert analysis of how to streamline your reporting processes. Recommendations can include new methods leveraging existing RescueNet functionality to gain operational efficiencies.

Optimized report processes save time and money and the automation of reporting increases the likelihood that your valuable data is reviewed in a timely manner. Optimized reporting for the Public Utility Model is an excellent way to offer enhanced service to the

community. From response times to protocol compliance, reports can identify key training issues within the organization. Custom reports and consulting can help focus these reports to suit the individual needs your site may have.

Billing services can impress their clients with automatically emailed reports: you can deliver their data before they even knew they wanted it! Efficient and reliable reporting is a core competency you can demonstrate to your current and future clients. Data requests from clients that are currently handled manually can be automated with custom reporting options.

Custom SSM Reports and Call Volume Reports empower managers to make informed decisions based on statistical data specific to your organization. Integrating report solutions into everyday processes results in consistently good decision making. The larger the organization, the greater the opportunity to improve operational efficiency via good data mining. Get the full return-on-investment from your data management solution with customized reports.





## Responsive and organized project management is vital for successful implementations

Project Management Services manage the details of large and/or complex implementation projects using a methodology rooted in the Project Management Institute's (PMI) Project Management Body of Knowledge. This ensures your implementation is managed by a process that is proven to be effective.

Our project managers can lead both singular implementation projects as well as entire programs comprised of multiple deployment activities phased across many user constituencies and functional capabilities. Our project managers act as the primary interface to your organization as we work through the development, management, and communication of your project. Project activities may include project planning, deliverables definition, implementation solution design, product configuration, data interfaces, and training.

Our project managers, in concert with your organization, develop a mutually agreeable scope of work that will define the deliverables, project management methodologies, roles and responsibilities to serve as a guide for managing each phase of the project. The ZOLL project management team is a group of proficient and highly knowledgeable professionals with a proven track record of quality and timely installations.

### What can project management services do for you?

- We initiate the project – much like the calltaking process in a dispatch center, we gather information up front about the deployment before we dispatch the team.
- We plan the project – much like preparing for a new shift. We ensure all activities and tasks are considered to ensure that the arriving team has what they need to complete their job.
- We execute the project – much like what a medic team does on scene. Our teams perform the activities and actions necessary for a successful deployment.
- We monitor and control the project – much like ZOLL's defibrillators. We monitor, track, and communicate information about the deployment to all stakeholders.
- We close out the project – much like a patient handoff, we ensure the deliverables are met, our customer is satisfied, and support mechanisms are understood.





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