Enovate Uptime™

CLOUD-CONNECTED WORKSTATION SERVICE PROGRAM – POWERED BY RHYTHM™
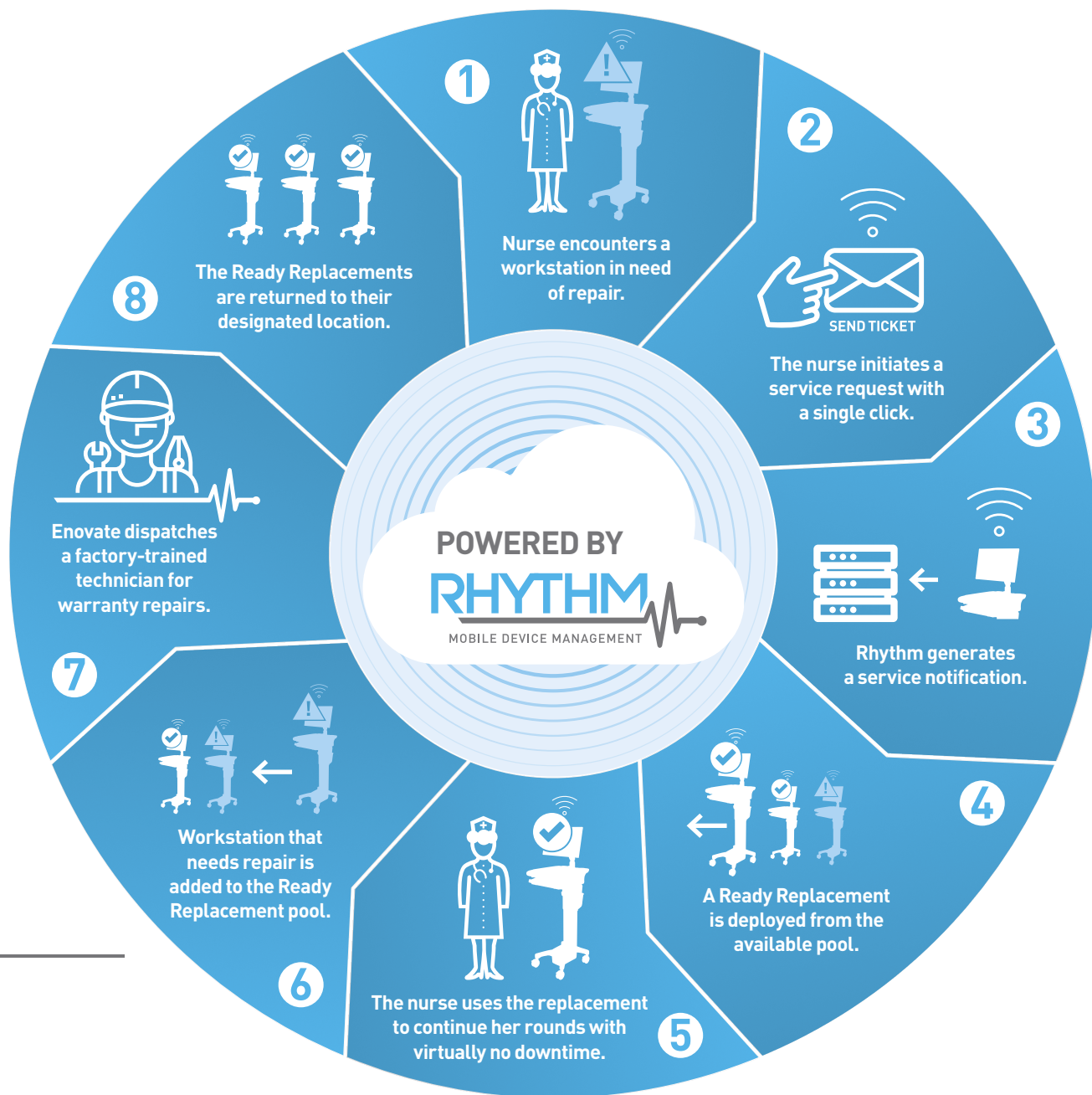
Ensure 100% Availability of mission-critical EHR workstations.

Enovate Uptime Service Program offers 100% availability for mobile EHR workstations to keep them up and running without burdening IT and maintenance staff.

With Uptime™, there is always a Ready Replacement™ available if a workstation needs repair.

The program includes:

- Rhythm Mobile Device Management
- Ready Replacements
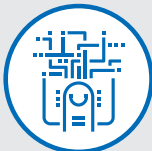- On-Site Dispatch
- Fleet Optimization

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M E D I C A L

POWERED BY RHYTHM
MOBILE DEVICE MANAGEMENT

1. Nurse encounters a workstation in need of repair.
2. The nurse initiates a service request with a single click. SEND TICKET
3. Rhythm generates a service notification.
4. A Ready Replacement is deployed from the available pool.
5. The nurse uses the replacement to continue her rounds with virtually no downtime.
6. Workstation that needs repair is added to the Ready Replacement pool.
7. Enovate dispatches a factory-trained technician for warranty repairs.
8. The Ready Replacements are returned to their designated location.

Response Time Comparison

ENOVATE® UPTIME™ RESPONSE TIMELINE*

DAY 1

8AM WORKSTATION GOES DOWN → **9AM** NURSE REPORTS ISSUE WITH RHYTHM → **11AM** IT INSPECTS & TRADES OUT WORKSTATION WITH READY REPLACEMENT → NURSE RECEIVES READY REPLACEMENT WORKSTATION

TOTAL TIME: 3 HOURS

24-HOUR RESPONSE TIMELINE*

DAY 1

8AM WORKSTATION GOES DOWN → **12PM** NURSE REPORTS ISSUE MANUALLY → **2PM** IT TECHNICIAN TROUBLESHOOTS REPORTED ISSUE → **4PM** IT NOTIFIES THE MANUFACTURER OF ISSUE AT END OF DAY

DAY 2

8AM MANUFACTURER RECEIVES REPORT AND TECHNICIAN IS SCHEDULED

DAY 3

8AM TECHNICIAN ARRIVES AND TROUBLESHOOTS ISSUE → **10AM** TECHNICIAN ORDERS NECESSARY PARTS → **12PM** MANUFACTURER SCHEDULES PARTS TO DELIVER NEXT DAY

DAY 4

10:30AM REPAIR PARTS ARRIVE AT HOSPITAL AND ARE DELIVERED TO IT DEPT → **12PM** TECHNICIAN RETURNS FOR REPAIR → **2PM** WORKSTATION RETURNS TO FLOOR

TOTAL TIME: 78 HOURS

*Times are estimates. Response times will vary.

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For more information on how Enovate Uptime can increase your sales, please call 888-909-8920 or email us at info@enovatemedical.com