

Lifecycle Management Services

Derive Healthcare (derivehealthcare.com) has had for two decades, and continues to have, few peers when it comes to providing **Onsite and In-Unit** support for specialized technology platforms such as medication and documentation carts, wall-mounted equipment, telemedicine/telehealth solutions, and other critical assets unique to healthcare environments.

End users and IT departments no longer need to struggle to determine who to call for:

- The medcart PIN pad versus the computer keyboard?
- The computer hard drive versus the cart's caster?
- The cart's batteries versus the computer display?

SIMPLY CALL DERIVE

- We are an authorized warranty provider for **HP, Dell, Lenovo** and most other technology manufacturers – **we support your client technology.**
- We are a **Microsoft Gold Partner, Cisco** and **Aruba** Networking Experts – **we support your technology environment.**
- We are fully authorized for in-warranty and out-of-warranty service for the largest number of medication and documentation cart manufacturers, including:

Key Benefits

Derive Healthcare is **uniquely capable** of providing a **SINGLE POINT OF CONTACT** for comprehensive support:

- In stark contrast to the limited service offerings available

through individual manufacturers, Derive supports the **TECHNOLOGY** (computer, display, peripherals); the **PLATFORM** (cart, wall-mount, batteries) and the **ENVIRONMENT** (wireless network, security, client operating system).



Key Features

- Services performed by trained and credentialed*(Synplr, Vendormate) Derive employees.
- Full-time onsite staff and 24/7 staffing and response options available
- Proactive device monitoring and response
- Scheduled preventative maintenance and unit-level roundings
- Full integration into customer's service ticketing systems
- Comprehensive reporting and continuous improvement processes
- In-service training for nursing, physician and other user groups
- Service parts and spares inventory program management
- Sophisticated and cost-effective cart upgrade and retrofit options available

Hewlett Packard is a proud supporter of:



Contact a Derive Healthcare Specialist :

Phone: (201) 299-9132 | Email: HC_Info_Request@derivetech.com