

## PROACTIVE SUPPORT · OPTIMIZED PERFORMANCE · RELIABLE RESULTS

AIS RealTime's Managed Services Program is designed to keep your Real-Time Location System (RTLS) running at peak efficiency with minimal downtime. Our proactive approach ensures compliance, extends system longevity, and provides end-to-end system support so your team can focus on patient care.

### Why Choose AIS RealTime?

- ✓ Proactive & Predictive Maintenance - Prevent failures before they impact operations
- ✓ Faster Response Times - Industry-leading SLAs for rapid issue resolution
- ✓ Customizable Plans - Tailored support levels to fit your facility's needs
- ✓ End-to-End System Optimization - Covering hardware, software, workflow, and compliance
- ✓ Sustainability Focus - Eco-friendly disposal and efficient energy management

## OUR SIGNATURE MANAGED SERVICES



### COMPLETE SYSTEM MANAGEMENT & MONITORING

- ✓ 24/7 system health monitoring for optimal performance
- ✓ Predictive analytics to detect and prevent failures
- ✓ Driven insights for system optimization and compliance reporting
- ✓ Proactive firmware & software audits to reduce downtime



### EXPERT TECHNICAL SUPPORT & REMOTE TROUBLESHOOTING

- ✓ Dedicated Technical Account Manager (TAM) for personalized support
- ✓ 24/7 remote troubleshooting with a 2-hour response time for critical issues (advanced plan)
- ✓ Automated alerts & remote diagnostics to quickly resolve system errors

### ADVANCED DASHBOARDS

- Proactive Maintenance
- Ensuring System Health
- Analytics & Reporting





## LIFECYCLE MANAGEMENT & PERFORMANCE OPTIMIZATION

- ✓ Routine infrastructure audits to prevent system degradation
- ✓ Full lifecycle tracking for RTLS tags, sensors, & infrastructure devices
- ✓ Proactive upgrade recommendations for futureproofing



### Analytics

Enterprise intelligence dashboards with insights and recommendations.



### Alerting

Build business rules with automatic alerting and alarms.



## BATTERY MANAGEMENT & SUSTAINABILITY

- ✓ Battery life analytics that may help prevent unexpected failures
- ✓ Automated low-battery alerts & scheduled replacements
- ✓ Onsite & offsite battery replacement services with full tracking
- ✓ Eco-friendly disposal & recycling program for compliance & sustainability



## ONSITE SUPPORT & QUARTERLY SYSTEM REVIEWS

- ✓ Customizable onsite service packages (Quarterly, Monthly, or Full-Time)
- ✓ Full system diagnostics, performance optimization, & issue resolution
- ✓ User training & workflow improvement for RTLS best practices (if applicable)
- ✓ Dedicated AIS-certified RTLS specialist (if applicable)



## COMPLIANCE & RISK MANAGEMENT SUPPORT

- ✓ Regulatory compliance assistance (NIST, Joint Commission, CDC)
- ✓ Environmental Monitoring oversight, including NIST-certified calibrations support
- ✓ Reporting for hospital policies and accreditation needs

## FLEXIBLE SERVICE PLANS

We offer customizable service packages designed to meet your operational needs.

### ● ESSENTIAL PLAN (BASELINE COVERAGE)

- ✓ Quarterly on-site maintenance visits (4 visits per year)
- ✓ Bi-weekly remote system monitoring
- ✓ 8x5 technical support with a 4-hour response SLA
- ✓ Proactive battery replacements
- ✓ Battery management reports
- ✓ Quarterly system performance review

### ● ADVANCED PLAN (ENHANCED SUPPORT)

- ✓ All Essential Plan services plus:
- ✓ Monthly on-site maintenance visits (12 visits per year)
- ✓ 24/7 monitoring and incident resolution
- ✓ Proactive battery replacements
- ✓ Custom RTLS workflow optimization recommendations

### ● ENTERPRISE PLAN (FULLY MANAGED SERVICES)

- ✓ All Advanced Plan services plus:
- ✓ Bi-Monthly on-site maintenance visits (24 visits per year)
- ✓ Dedicated onsite AIS RealTime RTLS specialist (if applicable)
- ✓ Unlimited onsite support visits
- ✓ End-to-end warranty management & RMA processing
- ✓ Full-Time Onsite Support Available (50 weeks per year)



## GET STARTED WITH AIS REALTIME

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AIS RealTime – Your Trusted RTLS Partner for Optimized Healthcare Operations.