

IRON BOW® TECHNOLOGIES IRONCARE™



STRONG
FLEXIBLE
TARGETED

IRONCARE MANAGED TELEHEALTH

FOCUS ON YOUR PATIENTS WITHOUT WORRYING ABOUT THE TECHNOLOGY

Iron Bow's IronCare™ Managed Telehealth offerings include extended warranty, proactive monitoring and configuration maintenance of your telehealth endpoints.

SERVICES INCLUDE

Advance Replacement Warranty (ARW) - Extended warranty featuring 2nd day replacement, initiated prior to return of the customer unit.

IronCare Monitoring - Continuous monitoring of device and unit behavior to isolate and address problems before they affect the user experience.

IronCare Maintenance - Ensures updates and patches are deployed to avoid security and user experience problems.

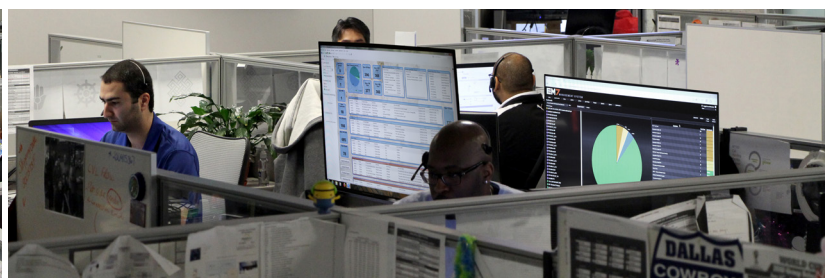
IronCare Deployment - On-site installation/replacement services to rapidly and reliably deploy units, train users and augment internal IT staff.



IronCare clients experience the highest level of equipment availability with the lowest possible impact on hospital operations and healthcare staff. Iron Bow's Client Service Center in Virginia provides 24/7/365 system monitoring and support and is backed by engineers and technicians that specialize in networking, collaboration technology and medical workflows.

CLIENTS EXPERIENCE THESE BENEFITS

- **Maximize your equipment availability**
 - Continuous monitoring of supported devices to address issues before they affect the user experience
 - Access to our 24/7/365 technical support team for training and equipment assistance
 - Advance replacement warranty provides pre-paid shipping and delivery prior to the return of a customer unit
 - Ongoing configuration management with patch deployment reduces security and performance risk





- **Reduce Operating Cost and Operational Risk**
 - Clients avoid the need to hire and retain technical expertise on staff
 - Iron Bow technical expertise allows for more efficient performance maintenance
- **Increase User Satisfaction**
 - Receive onsite equipment setup and training by our expert technical staff
 - User training available anytime via a live person in our support center
 - Equipment can be diagnosed and often remedied before users even knows there is a problem
- **Ensure Patient Satisfaction**
 - Ensure your equipment is at peak performance to provide your patients a positive telehealth experience

TO LEARN MORE, VISIT US AT [IRONBOWHEALTHCARE.COM](https://ironbowhealthcare.com)

STRONG. Our experts have the specialized expertise needed to keep telehealth systems performing at the highest levels.

FLEXIBLE. Multiple service level options meet the needs of any environment.

TARGETED. We work with clients to ensure telehealth technology will meet and exceed needs, while supporting mission and goals.