



Ascom  
**PRO**  
Services

Solutions

**ascom**

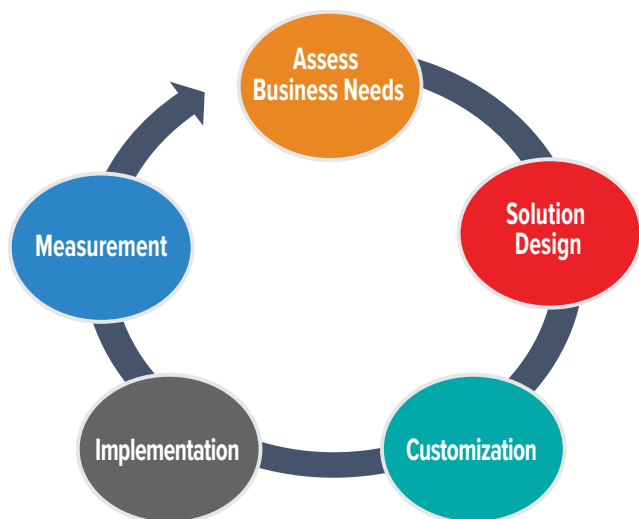
# Ascom Professional Services Solutions

*A specialized offering within the Professional Services department, Ascom's Solutions team offers decades of clinical workflow and healthcare software expertise to help fulfill new strategies, align processes and improve workflow operations and patient outcomes.*

As North America's leading healthcare Information and Communication Technology (ICT) provider, Ascom delivers integrated workflow intelligence via services and applications that connect and mobilize healthcare professionals to improve patient safety and satisfaction. Ascom offers a comprehensive array of Professional Services, facilitated by clinical and technical healthcare subject matter experts. Expect a high degree of collaborative engagement to support your organization in the full life cycle of your workflow transformations. Our Solutions team, backed by a comprehensive suite of professional services facilitated by clinical and technical healthcare subject matter experts, delivers a high degree of collaborative engagement to support your organization in the full life cycle of your workflow transformations.

## Solution Services

With decades of clinical workflow and healthcare software expertise, Ascom's Solutions team combines best practices and the latest mission-critical healthcare ICT solutions and integrated workflow intelligence. Ascom's full range of solutions is designed to help your organization fulfill new strategies, align processes and improve the efficiencies of workflow operations to increase your business capabilities and improve patient outcomes.



## Business Needs Assessment

Engage Ascom's Solutions team of expert clinicians and healthcare software solution engineers to establish your needs assessment. First, we schedule collaborative sessions to assess and establish a baseline of your current clinical workflow, challenges and use of technologies.

The needs assessment will focus on:

- Reviewing current workflow processes and other constraints.
- Determining current business and individual stakeholder needs.
- Outlining current clinical operations and challenges.
- Outlining current technologies and challenges.
- Establishing organizational goals and success factors.
- Establishing baseline measurements of current operations.
- Defining quantitative targets and goals for post-solution performance measurements of implemented changes.

## Solution Design

With a solid business needs assessment in place, you and your Ascom team will agree on a requirements specification and formulate a solution designed specifically for your organization. Fulfill your identified needs and optimize your workflow operations with a solution design focused on:

- Optimizing enterprise operations with Ascom's best practices and industry know-how.
- Assisting with technical and functional systems design to provide scalable solutions.
- Outlining integrations with clinical and other information systems to achieve the most optimal solution design.
- Recommending third party products to augment Ascom and customer systems to achieve the most optimal solution design.
- Recommending how to leverage existing systems to achieve maximum capabilities.
- Recommending how to establish alarm management and clinical information management solutions to optimize communication of actionable alerts to clinical staff.



## Customization

Where needed to fulfill the solution design, the Ascom team will deliver customization that leverages our expertise in healthcare software engineering and clinical informatics to provide full life cycle software customization management to achieve your specific solution design. Our lean, customer-focused engagement model is centered on a highly iterative framework that enables your organization to obtain constant feedback and interaction with your highly-qualified Ascom team. Our customization efforts ensure the results will achieve your business goals and outlined solution design. Customization may consist of:

- Application development.
- Adaptations to existing Ascom software applications.
- System integrations.
- Creation of reports, analytics or adaptations of existing reports.

## Service Delivery & Implementation

Service delivery is a key aspect of any strategic business change project or process improvement initiative. Ascom's professional services team, consisting of certified professional project managers, implementation engineers, registered nurses and clinical informatics and software solution engineers, will engage with your staff for the delivery of the Ascom solution to ensure the service delivery is successful.

Ascom's services may consist of project management, clinical consultation, installation, commissioning, clinical training and go-live support.

## Measure

Engage Ascom's professional services team to assess whether your current Ascom-based solution is utilized to its maximum capabilities. We can also help prepare for existing system upgrades and other changes within your organization or ensure that other deployed technologies will be compatible with Ascom solutions. This assessment may consist of:

- Review and audit of the existing utilization of the Ascom-based solutions deployed within your organization.
- Recommend improvements and changes to maximize efficiency.
- Post-solution performance measurements performed against the defined targets, with recommended improvements and changes.

## For More Information

To learn how a custom Ascom solution can improve your business, visit [www.ascom.us](http://www.ascom.us) or call 877-71ASC0M.

### **About Ascom North America**

Ascom is North America's leading healthcare Information and Communication Technology (ICT) provider, delivering integrated workflow intelligence via services and applications that connect and mobilize healthcare professionals to improve patient safety and satisfaction. From scalable nurse call communication systems for patient care and clinical workflow to the first purpose-built smart devices for healthcare, all Ascom solutions seamlessly integrate via Ascom Unite middleware into existing systems in hospitals, senior living facilities or clinics. Based in Research Triangle Park, North Carolina, Ascom North America is a subsidiary of Ascom Wireless Solutions, a division of the Ascom Group. For more information, visit [www.ascom.us](http://www.ascom.us) and follow @AscomNA and LinkedIn.

**Ascom**  
300 Perimeter Park Drive  
Morrisville, NC 27560  
[www.ascom.us](http://www.ascom.us) | @AscomNA

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