

Did You Know?

ISS Solutions has signed agreements with several new clients in the last few months. New clients include hospitals in New York and West Virginia, a new contact center, and additional Information Technology business with the State of New Jersey.

Are you part of the Mac community? ISS Solutions can now supply your business with Apple products including iMacs, Mac Books, and other Apple products and accessories. Contact Marguerite Kurczewski at 215 752-2221 extension 233 or mmkurczewski@ISSsolutions.com for details.



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CLIENT PROFILE: Lackawanna Surgery Center Attains Outstanding Business Results through Professional Equipment Maintenance



Proper equipment maintenance is Lackawanna Surgery Center's secret to reducing equipment costs and ensuring medical equipment availability. Lackawanna Surgery Center Administrator Susan Luchko-Miller asserts, "I need a company to repair my equipment—not just to press a few buttons and then tell me that I need to purchase a new one. ISS Solutions can tear it down and put it back together again."

ISS Solutions technicians visit Lackawanna Surgery Center in Scranton, Pennsylvania, at least twice a year to examine and test its biomedical equipment and sterilizers. This has

kept Lackawanna Surgery Center's equipment available for daily surgical operations. This is important for two reasons. First, on busy days when operating rooms are full, surgeons use almost all of the equipment and, frequently, back-up equipment is not available within the facility. Second, ISS Solutions' technicians can inspect and repair equipment at times that do not disrupt patient schedules.

Ms. Miller says, "I know that ISS Solutions will put in the time to fix my equipment. With their knowledge, they can keep a device operating properly for many years." To ensure that each piece of equipment is maintained and serviced according to the manufacturers' specifications, ISS Solutions selects experienced technicians with specific expertise, giving any additional training needed.

Ms. Miller recommends ISS Solutions because of its flexibility. "I tell my colleagues that ISS Solutions will help you to determine what is best for your center." Lackawanna Surgery Center fully contracts certain equipment while contracting other equipment as "Parts and Labor." It depends on the risk level the center wants to assume.

For new clients, the ISS Solutions management team uses its breadth and depth of knowledge to examine each piece of equipment in the inventory and recommend appropriate coverage. Team members explain the costs and risks associated with each scenario, enabling every surgery center to customize its contract and make an informed decision.

IT SERVICE SPOTLIGHT: IT Field Employees Supported by In-House Expertise

Solving technical issues can require a team approach. If you would like to augment your current Information Technology staff with additional expertise, ISS Solutions can help locate the right skill set. ISS Solutions has successfully matched candidates to requirements for desktop support, contact center support, network support, Wide Area Network specialization, programming, project management, Quality Assurance analysis, and business analysis.

“The main reason that people hire new employees through us,” says ISS Solutions Senior Project Manager Lara Zelnio, “is because we provide employees that work at client sites with the technical assistance of the whole company.” ISS Solutions employees have access to other technical experts within the company. If they are not sure who to call, they can call our Technical Assistance Center or their manager for a referral.

When you hire from ISS Solutions, you don’t just hire the individual. You hire the entire ISS Solutions knowledge base.

A long-term client contracted for several temporary IT staff from ISS Solutions. The client was so pleased with the staff that all contracted staff who became eligible for direct hire by the client were hired after their contracts expired. In one case, a new position was created for an ISS Solutions contractor who had provided outstanding service.

Ms. Zelnio says, “The bottom line is the quality of the employee. We don’t just pluck someone off the street.” ISS Solutions’ managers, who have over 20 years of experience, interview candidates before presenting them to clients. Only professionals matched specifically to the position are presented, which reduces the amount of time clients need to spend in the interview process.

CLIENT FACILITY: Lackawanna Surgery Center



When Lackawanna Surgery Center opened in May 2007, residents of Scranton, Pennsylvania, and surrounding communities had an alternative to outpatient surgery at a hospital.

Administrator Susan Luchko-Miller says, “We enable patients to get back to their lives more quickly than the hospital would. Here, if your procedure lasts an hour, you recover for an hour, and then you can go home in two hours. Some of our patients actually go shopping after surgery.”

Lackawanna Surgery Center is located in the same downtown building that another surgery center had occupied. In the winter before it opened, a temperature control issue caused significant water damage to the facility. Ms. Miller says, “ISS Solutions was key in getting the equipment back up and running.”

CLIENT AUTHOR: **Susan Luchko-Miller, Administrator, Lackawanna Surgery Center**



Ms. Susan Luchko-Miller oversees the operating rooms, business office, employees, and doctors at Lackawanna Surgery Center. She ensures that everything runs smoothly each day at the center.

In slightly over a year, Ms. Miller has implemented changes at Lackawanna Surgery Center, which have made the business significantly more profitable. “Everyone involved in the center wants it to succeed. We’ve gotten more efficient,” says Ms. Miller.

Ms. Miller’s goal is to make the center run more efficiently. For example, her staff turns around a surgical room in a matter of minutes. They pride themselves on their smooth process for taking patients through check-in, surgery, recovery, and check-out.

ISS Solutions assists Ms. Miller in improving the efficiency of Lackawanna Surgery Center’s clinical engineering program in two ways. First, ISS Solutions assures that equipment is repaired to the manufacturers’ specifications, instead of opting for replacement. Second, ISS Solutions provides full coverage service only for high-risk devices and handles other devices on a “Parts and Labor” basis.

CE SERVICE SPOTLIGHT: Sterilizers

Only qualified technicians should repair sterilizers. The high steam pressure that sterilizers create can cause dangerous situations, and incorrect maintenance can result in surgical instruments that are not completely sterilized.

ISS Solutions technicians specialize in servicing a variety of sterilizers, including Steris, Getinge, Tuttnauer, and Castle. Our skilled technicians service clients ranging from the small surgical center with only one operating room to the large health system with multiple operating rooms and various types of sterilizers.

Minor preventative maintenance usually involves a complete check of the sterilizer, including temperature and pressure verifications, to ensure that the unit is operating according to manufacturer specifications. Major preventative maintenance or repairs involve rebuilding or replacing components that show wear. Here's where ISS Solutions helps clients reduce unscheduled downtime and save money.

- **Parts.** Our sterilizer technicians typically have 95% of the required parts with them or in a central storage location. Only parts that have a shelf-life need to be ordered, and they are typically obtained overnight. This enables ISS Solutions to repair sterilizers quickly and get our clients back up and running.
- **"Fix It" Mentality.** ISS Solutions' technicians are trained to fix equipment so that clients don't have to replace a unit prematurely. Sterilizers can cost between \$40,000 and \$100,000 each. In comparison, proper preventative and corrective maintenance of a sterilizer costs much less.
- **Refurbished Units.** If a sterilizer unit really does need to be replaced, ISS Solutions has relationships with other companies that may enable a client to obtain a refurbished unit at a highly discounted rate. For example, through ISS Solutions' business connections, a client was able to obtain a \$40,000 sterilizer for \$20,000.

If you are responsible for the maintenance of your sterilizers and are not working with ISS Solutions, contact John Stalker, at stalker@ISSsolutions.com or 215 752-2221, extension 232.

CE EMPLOYEE SPOTLIGHT: Jason Isett, Senior Biomedical Equipment Technician



Jason Isett travels all over central Pennsylvania to maintain and repair medical equipment for numerous ISS Solutions clinical engineering clients. Day-to-day, Jason attends to clients needing his expertise, moving from Tyrone Hospital to Nason Hospital to other area healthcare facilities that require his service.

ISS Solutions Director Joe Sherry says, "Jason always puts the client first and takes care of their service requests in a very expedient manner. He is also very willing to take on out-of-the ordinary requests."

How does Jason maintain his valuable customer-first attitude? Jason says that he lives by the "Do unto those as you would have them do unto you" ethical code. He has helped client staff with many special projects, from replacing outdated gas outlets to physically moving the location of a Central Registration department. Jason is committed to assisting the people with whom he works in any way possible. For example, after replacing a gearing section on a recumbent bicycle, he took the old gear set home and repaired it so the client would have a replacement set.

Jason, and technicians like him, possess the flexibility that enables ISS Solutions to successfully share resources among many healthcare facilities. Besides his good attitude, his training and certifications are also impressive. Jason holds an Associate degree in Electronics from the Pennsylvania College of Technology and numerous certificates for specific equipment. At home, Jason enjoys spending time with his family, camping, cooking, remodeling, fishing, and hunting.

IT PRODUCT SPOTLIGHT: Modular Storage Arrays

The volume of business data can increase exponentially, which leaves busy IT managers with less time to find solutions for optimal data storage. Because data is a major component of your company's assets, it is important to ensure that you have the right storage for current and future needs.

Your ISS Solutions Account Manager has the training and resources to assist you in reviewing and comparing storage options from a vast array of manufacturers, including Dell, Fujitsu, IBM, and HP. We will help you find the best solution for your situation at the best price. As a volume dealer, ISS Solutions has access to pricing that online stores do not. One of ISS Solutions' certified technicians can install these units for you as well.

For example, ISS Solutions worked with an international manufacturing company to specify, purchase, and install HP Modular Smart Arrays (MSAs), which move data on a dedicated Storage Area Network (SAN). This solution enables up to 16 servers to share a common pool of disks across an Ethernet network. Additionally, the selected MSA supports VMware virtualization data protection features, such as snapshots and cloning, and can be expanded with three additional drive shelves.

This client required high availability, performance, excellent serviceability, large storage capacity, and, of course, the best price. By collaborating with ISS Solutions, they obtained it all. If you are not currently working with an ISS Solutions Account Manager but would like our assistance, please contact Tom Hille at TEHille@ISSsolutions.com or (215) 752-2221 ext. 175.

MESSAGE FROM CEO: Servicing Small Companies



While many of our competitors specialize in servicing companies of a specific size range, ISS Solutions has successfully served a wide range of clients—from Fortune 100 companies and large hospitals to small businesses and rural clinics.

This quarter's *ISS Insights* features Lackawanna Surgery Center, where we perform scheduled maintenance twice a year and respond to service calls as needed. With relatively smaller equipment inventories than acute care hospitals, surgery centers do not require daily care.

But the relationship that a small healthcare provider like Lackawanna Surgery Center has with us is very important to them. If a piece of equipment needs service, they know that when they call us, we will dispatch a qualified technician immediately.

Our operations model is to share technicians. This means that technicians like Jason Isett, also profiled in this issue, are "on call" and available to support client locations across their home geographies.

This same operations model is also used successfully in our Information Technology business. Our technicians are available to serve new and existing clients by performing repairs or project work. We also have a staffing department that can recruit and place talented IT staff for longer periods of time.

ISS Solutions prides itself in providing quick, responsive service to our client requests. Our response is not based on client size, as we value *all* our clients.

Sincerely,

THOUGHT LEADERSHIP: Keeping a Finger on the "Pulse" of Your Network

To address issues proactively and to avoid outages, IT managers need to keep a finger on the "pulse" of their network 24/7. ISS Solutions offers a real-time network monitoring service that provides clients with cost-effective monitoring and management by trained support analysts.

ISS Solutions typically monitors servers, switches, routers, access points, and any Simple Mail Transfer Protocol (SMTP) devices that the client deems mission critical. Monitoring software forwards information about the network to a centralized "dashboard." ISS Solutions utilizes automated alerting systems and live analysts to monitor key information about the network around the clock.

Based on each client's customized tolerance level, ISS Solutions' analysts configure parameters that indicate whether a system is "up" or "down." Analysts notice non-critical issues, such as short utilization spikes that self-heal, but filter them out. They do not include these issues in future reporting and remediation. However, they document and immediately investigate other more significant issues.

ISS Solutions resolves many situations remotely through secure access. Level two support teams or on-site certified field engineers manage and resolve other issues. ISS Solutions' analysts perform all of these operations 24/7/365 to ensure that the network runs smoothly.

AVAILABLE SERVICES INCLUDE:

Monitoring:

- 24/7 monitoring and alerting availability
- Error and event log monitoring
- Drive space monitoring
- Website monitoring
- Application and database monitoring

Security:

- Network firewall monitoring
- Managed antivirus and antispymware signature updates
- Backup monitoring and administration

Maintenance:

- Remediation
- Remote server administration
- User account administration

Advanced Support Services:

- Guaranteed response times
- Monthly network summary reports
- Quarterly executive report and review
- Firewall/VPN/router monitoring