

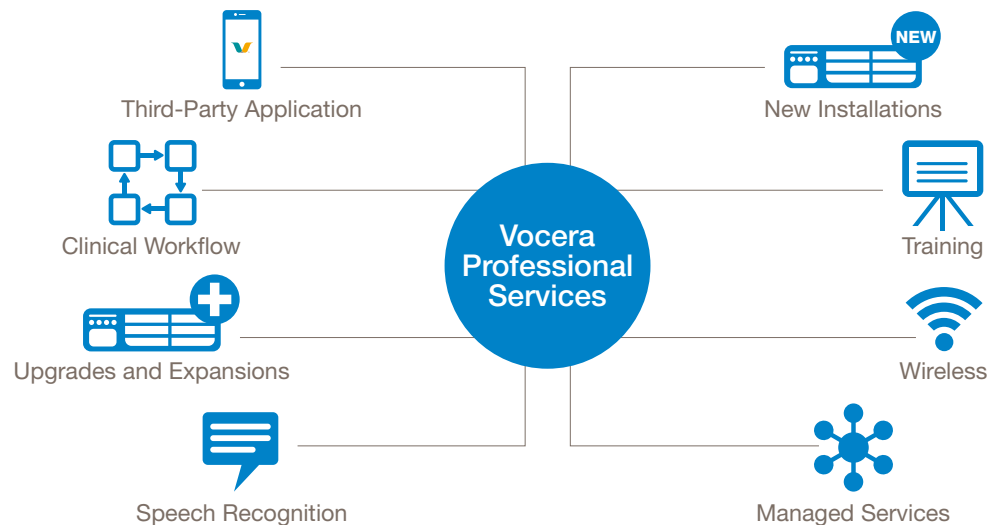
## Delivering World-Class Customer Service

As a valued Vocera customer, we believe in providing you with world-class customer service to support your long-term success, beginning with initial deployment and throughout the life of your Vocera Solutions. Vocera provides a full suite of offerings including specialized programs; expert consulting services; 24x7 technical support; highly skilled Systems Administrators; computer-based training, distance learning and on-site training, customer advisory board participation, and networking events to name a few.

### Expert Consulting and Deployment

#### Clinical System Interoperability Consulting

Vocera provides expert consultants to help you integrate with more than 75 different clinical systems. In hospitals worldwide Vocera has integrated with electronic health records, nurse call, physiologic monitoring systems, patient flow, real time location systems, patient wandering systems, and many other healthcare solutions.



More information available at [vocera.com/professional-services](http://vocera.com/professional-services)

#### Speech Recognition Optimization

Speech Recognition Optimization services are customized to end-user workflows in order to enhance and improve the end user experience and maximize the performance of the Vocera system.



## Solutions Support Services

Standard Support Includes	Premier Support Includes
<ul style="list-style-type: none"> <li>• New Vocera Releases, Services Packs, and Hot Fixes</li> </ul>	<ul style="list-style-type: none"> <li>• Everything in "Standard Support"</li> </ul>
<ul style="list-style-type: none"> <li>• Unlimited technical support incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Assigned Technical Support Engineer</li> </ul>
<ul style="list-style-type: none"> <li>• Web-based access to cases and to Knowledge Base</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Coverage 24X7</li> </ul>
<ul style="list-style-type: none"> <li>• Technical Bulletins</li> </ul>	<ul style="list-style-type: none"> <li>• Annual remote site assessment</li> </ul>
<ul style="list-style-type: none"> <li>• Number of support Contacts: 2 to 3</li> </ul>	<ul style="list-style-type: none"> <li>• Technical Account Manager (licenses 600E or 2000U and greater)</li> </ul>
<ul style="list-style-type: none"> <li>• Number of RMA contacts: 1</li> </ul>	

Support Offering	Standard	Premier
Named Technical Support Engineer		▼
Emergency coverage 24 x 7		▼
Annual remote site assessment		▼
Technical Account Manager (licenses 600E or 2000U and greater)		▼
New Vocera releases, services packs, and hot fixes*	▼	▼
Unlimited technical support incidents	▼	▼
Web-based access to cases and to Knowledge Base	▼	▼
Technical Bulletins	▼	▼
Number of designated support contacts	2 to 3	2 to 5
Number of designated RMA contacts	Up to 1	Up to 1 per site
Web support URL	www.vocera.com/support	

\* Premier at 750+ Enterprise Licenses include additional benefits from Vocera Affinity program

### Upgrades/Expansions:

- System upgrades are performed by the Vocera Professional Services team for new Vocera software and service packs

### System Assessment:

- Vocera provides a thorough analysis of the Vocera system, with optimization recommendations from the Vocera Professional Services team to improve performance

More information available at [vocera.com/solutions-support](http://vocera.com/solutions-support)

## Ultimate Systems Administrators

Vocera Ultimate Systems Administrators carry the most knowledge when it comes to administering the Vocera solution, and specialize in working in healthcare including the Department of Defense and Veterans Affairs healthcare environments.

### Benefits of implementing Vocera Ultimate Systems Administrators:

- Higher end-user satisfaction through targeted training, site-specific call flow design, and voice recognition experience
- More uptime with expertise and access for faster problem resolution
- Lower overall administration costs through knowledge base of site specifics and customizations

### Vocera on-site and remote administration services:

- An onsite system administrator is a Vocera employee who is responsible for on-going management of the Vocera system.
- A remote administrator is an employee of Vocera who manages the Vocera Solution for up to eight hours per week.

## HealthStream Computer Based Training

- Vocera end-user product training is offered through HealthStream's Learning Management System or your own learning system.
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## Affinity Program

Customers who have 750 or more Enterprise Voice Licenses with current Premier Support and Maintenance are given the option to take part in the Vocera Affinity Program. This program offers additional services to optimize the performance of your Vocera Solution.

### **Depending on your license size, benefits may include:**

- Classroom training via Vocera University
  - An additional Vocera Health System Report
  - Supervised remote upgrade
  - Additional designated support contacts
  - Large Customer Advisory Board membership
  - A custom dictionary for a site
  - Database analysis and clean up
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## Vocera Large Customer Advisory Board

The Vocera Large Customer Advisory Board provides qualifying Vocera customers with a forum to share trends in health care, ideas for innovation, user experiences, and suggestions on how to improve Vocera programs and help steer solution-development.

### **Member Benefits:**

- Engage with other customers and learn how they use Vocera
- Exchange best practices for success
- Develop relationships with key Vocera staff
- Gain insight into the Vocera strategic vision and make recommendations

### **Advisory Board Membership:**

- Members have a minimum of 1500 Enterprise Voice licenses
  - Representatives typically hold operational, management, and director roles in their organization
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## Experience Innovation Network

The Experience Innovation Network fosters partnerships with physician leaders, nurses, and C-suite executives across organizations to transform healthcare experience and outcomes. Members of the Experience Innovation Network gain access to cutting-edge process and technology innovations and help define best practices that advance the human experience of care. Through in-person networking events, targeted webinars, and rapid execution toolkits, members discover big ideas and accelerate their experience improvement execution.

More information available at [vocera.com/experience-innovation-network](https://vocera.com/experience-innovation-network)



**EXPERIENCE**  
Innovation Network



### **Classroom Training:**

Vocera University offers in-depth courses that are designed specifically for Vocera System Administrators and IT professionals. Students receive an overview of Vocera, along with details on how to administer, maintain, and optimize the Vocera system for maximum results.

### **Distance Learning:**

Customers can take advantage of distance learning as a cost effective approach to training, while still achieving continuous education on Vocera solutions. Attend half-day, instructor-led distance learning courses via webcast on topics most requested by Vocera customers. Courses are highly interactive with hands-on labs and personalized instruction. Some of the benefits of the Vocera Distance Learning program include:

- Unlimited training for one low rate
- Online training for greater scheduling flexibility
- Free with Enterprise Licensing

### **System Administration-Voice (2 day course):**

- Create user profiles, groups, departments, and address book entries
- Define and build groups, call flows, and permissions
- Configure Active Directory integration

More information available at [vocera.com/vocera-university](http://vocera.com/vocera-university)

### **For More Information**

Visit [www.vocera.com](http://www.vocera.com),  
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