



ubeo

 HEALTHCARE

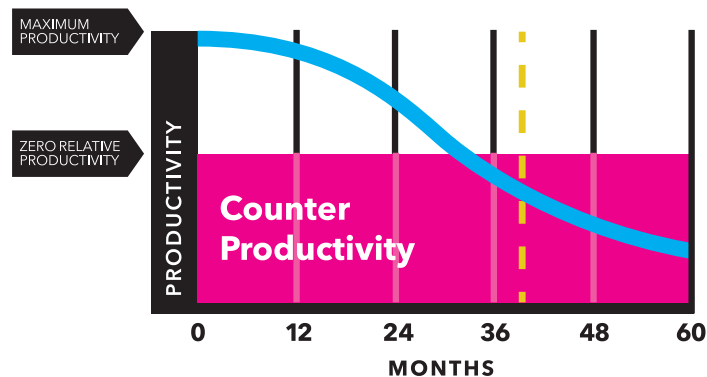
WHY CHOOSE TO PARTNER WITH UBEO?

UBEO provides a level of customer experience that is **unmatched** in our industry.

At UBEO, our customer experience is more important to us than anything else. Our Business Technology Assessment, ongoing service, customer support and training are the reasons our customers renew with us again and again. We make every business decision for the benefit of our customers.

Why Rent?

Owning business technology long term is a negative value proposition. Office machines are disposable. They have a limited shelf life. Over time, repairing machines becomes more expensive than the cost of buying new. Renting provides you with the lowest cost of ownership and still gives you the ability to upgrade to newer technology as your business grows.



This graph represents the performance of current devices versus changes in technology over time. Newer products are better, faster and more practical as technology evolves. Holding on to equipment for the full term of an agreement has a negative value correlation versus refreshing your print fleet every few years.

The Benefits of Renting For Your Organization



Lowest Cost of Ownership

Renting from UBEO allows your organization to finance equipment over the longest possible term without the penalty of rollover upon renewal. This also means you are not stuck with the same equipment for the full term of the contract. The U-Manage Rental provides the most flexibility with the lowest cost possible.



Flexibility to Change Out Equipment

We have negotiated unique terms with our financing partners to allow our customers to be able to change equipment if necessary.



No Penalties for Changing Needs

When you rent from UBEO, you are purchasing an agreement, not a serial number. This allows us to change your devices as needed to reflect the changes in your organization. Whether the change is an increase or decrease in volume or simply changes in application needs, UBEO allows flexibility without incurring additional fees for the change.

Full Functionality Guarantee

UBEO guarantees the **FULL FUNCTIONALITY** of all equipment for the life of the agreement. If a piece of equipment fails to meet full functionality capabilities, it will be repaired or replaced for the duration of the agreement.

BUSINESS TECHNOLOGY ASSESSMENT

We provide an assessment designed to pinpoint user challenges and document expenses within your organization.



A Level Above

Many vendors in our industry will offer to perform a technology assessment. Most competitive assessments consist of meter collection and a like-for-like replacement strategy.

UBEO is different. Our assessment seeks to uncover opportunities to improve your team's relationship with their supporting technology. We seek to streamline your team's workflow and to optimize your business document systems. Our findings will result in a solution that is the best mix of performance, cost and usability.

Your BTA will help you:



Understand your Organization's Unique Document Work-flow



Get a 360° View of all Document Related Expenses



See Employee Challenges and Areas in Need of Improvement



Introduction

Our process begins with an introduction meeting so all stakeholders can understand the process and requirements.



Walk-through

We perform a walk-through of your environment collecting data on your needs, equipment usage and user workflow.



Findings

We compile the data and produce findings giving you a 360° view of your current situation, spend, and opportunities for improvement.



Recommendations

We make recommendations based on our findings to meet the needs and goals of your organization.



Implementation

Our team of expert integrators will implement your solution with virtually zero interruption to your organization's daily operations.



Account Review

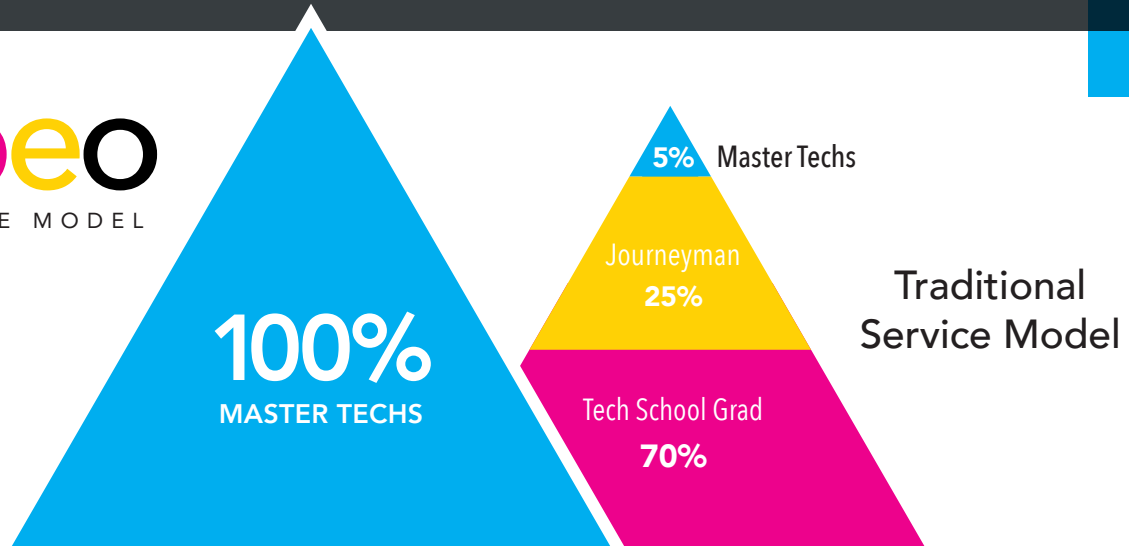
We provide regular account reviews to stay ahead of changing user needs and performance expectations.



Equipment Refresh

Between 36 and 48 months, we will refresh your fleet to avoid counter-productivity and provide the highest value for your investment.

MASTER TECHNICIANS



Master Tech

- 10-20 years of experience
- High pay – very proficient
- Top of training class
- Almost no reschedules

Journeyman

- 6-10 years of experience
- Can fix most issues
- Better reschedule rate

Tech School Grad

- 1-5 yrs. out of technical school
- Low pay to keep labor costs within standards of revenue %
- High reschedule rate

Our Service Model vs. Our Competitors

The most common complaint we hear from perspective clients is, "They never fix the machine on the first call!" Most office copier vendors hire inexpensive, inexperienced trade-school grads that have no real-world experience.

First Call Fix

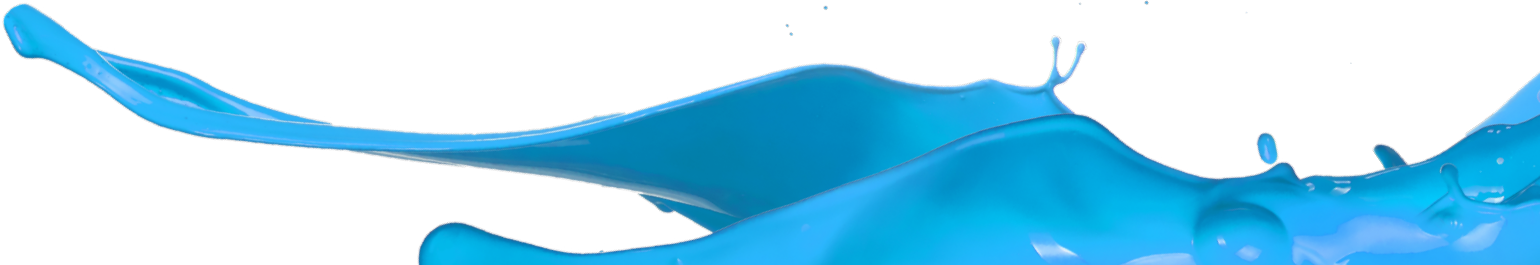
UBEO hires **ONLY Master Technicians**. Every tech that services your account is an expert. We measure our success based on our **First Call Fix Rate** and several other parameters.

100% MASTER TECHNICIANS IS A
COMMITMENT TO OUR CUSTOMERS.



Our Fleet is Getting Larger

We make decisions with a "customer first" mentality. We now exclusively purchase larger service vans instead of the smaller Scions. While the expense of operating these vehicles is greater, our technicians can carry more parts with them, reducing the number of trips to the warehouse for replacement parts. This improves our **First Call Fix Rate** and gets you back up and running faster than ever before!



Do any of these problems sound familiar?

If so, we have a UBEO solution for that.



Legacy Data

Being locked down to your legacy provider creates mobility problems, expensive operational costs, and limits your organizations options for growth.

Extraction & Migration

UBEO provides a turn-key solution for extracting legacy ERM data that is cost-effective and easy to implement.



HIPAA Compliance

A flawed document security strategy can leave you vulnerable to HIPAA violations and potential fines.

Endpoint & Print Security

We provide document and endpoint security that meets the highest levels of data security certifications.



Accounting

Manual AR / AP processes can increase the lead time from services rendered to payment, resulting in less cash flow.

AR/AP Automation

Our workflow solutions can reduce the processing time and the labor needed to complete your AR/AP processes.



Patient Intake & Billing

Inefficient patient intake and billing systems can affect operations, culture, patient outcomes and the financial health of your organization.

Digital Workflow

Implementing digital integrations with your paper-based systems can improve the flow of information within your organization.



Information Accessibility

Improper paper storage, paper destruction and information retrieval can lead to missing paperwork, HIPAA violations and disorganized files.

Information Management

Our comprehensive solutions manage the entire life cycle of your business data from creation to disposal.



Ineffective Integrations

Little or no connections between multiple data systems make it difficult to coordinate patient care and contribute to inefficient operations.

Systems Integration

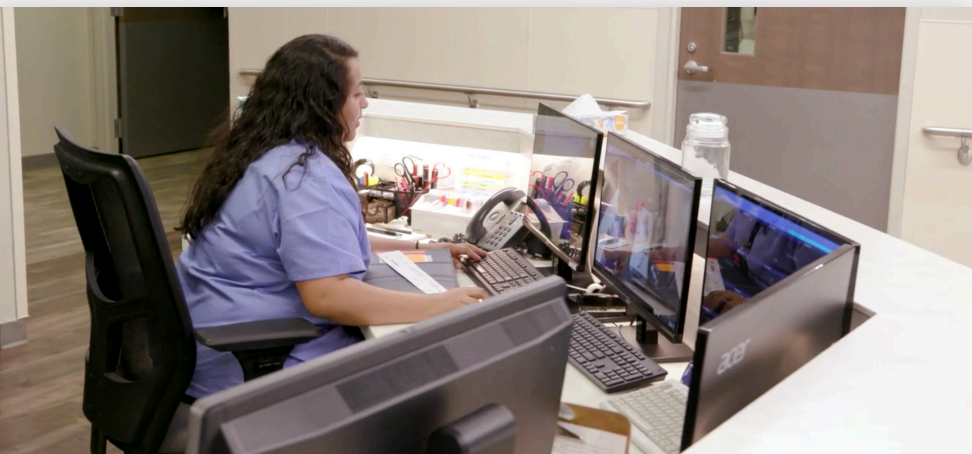
Effective integrations can dramatically increase the value of your operational systems by leveraging the data from multiple platforms.

PALO PINTO GENERAL HOSPITAL



The Customer

Palo Pinto General Hospital is a rural hospital located in Mineral Wells, Texas. As a rural hospital, PPGH is responsible for the medical care of thousands of residents spread over a vast geographical area. Their team of dedicated nurses, doctors and hospital administrators work tirelessly to ensure that the needs of their patients are met. They require not only the latest in business technology, but technology that is reliable. With previous providers, their business technology would be down for 3 to 5 business days before they even saw a technician respond and the initial response was no guarantee the equipment would be back up and running. Reliability was a significant challenge for PPGH.



The Challenge

PPGH was faced with three primary challenges:

- Extended down-time
- Endpoint Security Concerns
- Uncontrolled Printing Costs

The Solution

UBEO solved these challenges with a few key initiatives:

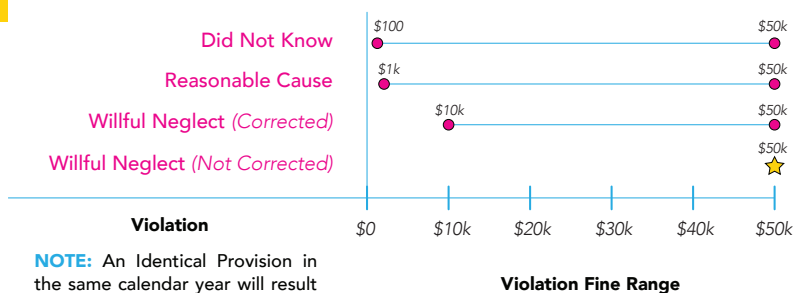
- Local Master Service Technicians
- UBEO's Premier Healthcare Endpoint Security Solution
- Print-tracking software for proactive cost control monitoring

The Results

PPGH is now reliably HIPAA compliant and network secure. PPGH's down-time has been reduced from days to hours through proactive maintenance and print device redundancy.



HIPAA Violation Fines



Local Master Service Technicians: UBEO hires only Master Service Technicians. These technicians average 15 years of experience. The benefit of hiring well trained, Master Service Technicians is that these techs get your equipment up and running faster than your average technician. They have seen it all and know the right fix every time. Our techs fix your equipment 94% of the time on the FIRST CALL.

UBEO's Premier Endpoint Security Solution: Endpoint security is important for every business, but it is especially important in healthcare. Team members need access to private information to do their jobs, but this also presents a risk of violations of privacy and security. UBEO's endpoint security solution is certified for use in secure government applications and servers. This means it meets the most stringent security standards and will keep your environment secure and permit access to only those team members with the appropriate security credentials.

Print Tracking Software: This solution allows for implementing cost controls, applying print policies universally across your system with ease, and the ability to release print job securely from any device. Tie your company's cost control initiatives to wellness, your organizational mission and provide your team with additional tools to improve workflow.

SOLUTIONS SNAPSHOT



Local Service Techs

Don't wait days with devices down. Our Master Service Techs' first call fix rate is 94%.



Endpoint Security

HIPAA compliance is challenging. Secure your network and avoid violations with UBEO's Endpoint Security.



Print tracking Software

No more surprises. Reign in the last unchecked business expense with Print Tracking.





Quality. Pride. Excellence.

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