

## 100751 Xper Flex Cardio

**System Type:** New  
**Freight Terms:** FOB Destination  
**Warranty Terms:** Part numbers beginning with two (2) asterisks (\*\*) are covered by a System 12 Months Warranty. All other part numbers are third (3rd) party items.  
**Special Notations:** Contingencies must be removed 120 days before scheduled shipment to assure delivery on specified date.  
**Additional Terms:** Any rigging costs are the responsibility of the Purchaser.

Line #	Part #	Description	Qty
1	**P_860335_PL1	Xper Flex Cardio Control Room	4

Xper Flex Cardio Control Room configuration is a physiomonitring/hemodynamic system that is optimized for the cath lab environment. The system allows for monitoring the patient's vital signs as well as allows for hemodynamic measurements required during interventional procedures. This Performance configuration consists of a signal acquisition unit that is installed within the procedure room and a computer workstation in the x-ray control room. This configuration is typically used within the cath lab, hybrid OR and multi-purpose labs where cardiac monitoring is required. User logins allow for networking to a central database server for archival of case procedure information. The system outputs the monitored signals to a Medical grade boom display within the procedure room, while dual LCDs displays connected to the control room workstation can be used for all of the hemodynamic and information management functionality.

#### Software Features:

- Physiomonitring, manual or automated entry of patient information in case details, sampling of waveforms, charting, hemodynamics
- Non-clinical functionality available via Xper Information Management modules loaded on the control room workstation

#### Xper Information Management modules included:

- Hemodynamic control software
- Charting for case procedure documentation
- Hemodynamic calculations
- Vitals capture

#### Optional Features:

- FFR Measurement for Volcanoand/or St. Jude
- End Tidal CO2 (Side Stream and/or Main Stream)
- 16 Lead ECG
- ECG Analysis using Philips DXL Algorithm

#### Optional Modules:

- Xper IM Documentation Modules (Arterial Trees, Custom Forms, Transcription)
- Xper IM Workflow Modules (Inventory, Scheduler, Data Analysis)
- Xper IM Patient Status Viewer

#### Minimum Hardware included:

- Flex Cardio device (Model FC2010)
- Workstation
- Dual 22" LCD Displays
- Keyboard
- Mouse
- Barcode Reader
- Patient Cable Kit

#### Monitoring functionality included:

- NIBP

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Line #	Part #	Description	Qty
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- Respiration
- Temperature
- 12-lead ECG
- SpO2
- Cardiac output (Thermodilution)
- Invasive pressures (4 channels)

Requires:

- Xper IM Data Center SW R1.5. Note: Existing networks to which a Flex Cardio is to be added will be upgraded to R1.5 at time of room installation
- Table Mount
- 19" LCD Medical Grade Boom Display

<b>2</b>	<b>**P_860335_SF5</b>	<b>FFR Measurement Volcano</b>	<b>4</b>
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The FFR Measurement for Volcano option enables a Volcano SmartMap(tm) device to be connected to Xper Flex Cardio physiomonitring system for integrated Fractional Flow Measurements.

Features

- Compatibility with Volcano SmartMapTM device allowing use of Volcano guide wires for monitoring pressure waveforms
- Ability to record a sample of the pressure waveform
- Real time, dynamic FFR measurement and capture
- Retrospective review of FFR pressure waveform

Requires

- Model 6500 SmartMap Pressure Instrument (not included)
- \*Customer is responsible for purchasing the SmartMap Model 6500 device and compatible guide wires directly from Volcano Corporation

<b>3</b>	<b>**DC1</b>	<b>Xper IM Data Center SW with 1 CU License</b>	<b>1</b>
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Data Center software is required when communication between devices is desired. One concurrent user license is included to facilitate accessing purchased workflow modules.

System Software included:

- Xper Information Management Data Center software
- Xper Information Management Client Software

Test Environment system software included:

- Xper Information Management Data Center software
- Xper Information Management Client Software
- Xper IM Connect Software

NOTE: Test environment for use on hospital provided hardware. This test environment can be used to test configuration changes prior to implementing in live environment.

Requires:

- Data Center Server Hardware, with appropriate Microsoft SQL 2008 processor license
- Client Workstation HW for Concurrent User License usage
- Test Server Hardware, if Test Environment desired

<b>4</b>	<b>**P_860336_CU4</b>	<b>Total Number Xper Concurrent User Licenses</b>	<b>5</b>
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Line #	Part #	Description	Qty
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The quantity shown for this item indicates the TOTAL number of Concurrent Users customer would have after purchasing additional licenses offered within this proposal.  
 This total is derived by taking into account any existing concurrent users licenses the customer currently owns, and adding that number to the quantity being offered under a separate line item. For this reason the TOTAL number may be more than the quantity offered herein.

<b>5</b>	<b>**P_860336_CS2</b>	<b>Xper IM Concurrent User License</b>	<b>4</b>
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Xper Concurrent User licenses provide floating access to interact with a single server. While the quantity of clients is uncontrolled, the total number of concurrent user licenses available determines the maximum amount of simultaneous users on the network at any moment in time.  
 - Allows access to all purchased Xper Information Management workflow modules at networked workstations  
 - Hospital to provide network card(s), hub ports, cable to node(s), and implement installation of hardware

Requires:  
 - Client Workstation HW  
 - Data Center SW

<b>6</b>	<b>**WF1</b>	<b>Xper IM Documentation Modules</b>	<b>1</b>
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Features:  
 Transcription  
 - Menus and report templates can be customized by the customer  
 - 'Scrapers' (dynamic scripting language) makes virtually all fields available in the database  
 - Coronary and Peripheral tree diagrams can be included in the report (optional via Arterial Tree module)  
 - Image still frames can be placed in the procedure report (optional via Xcelera)  
 - Report can be modified before finalizing  
 - User can modify and make changes to the non-finalized report  
 - User can select another template other than default selection

Arterial Trees  
 Features the following templates:  
 -Right dominant coronary anatomy  
 -Left dominant coronary anatomy  
 -Co-dominant coronary anatomy  
 -Upper peripheral arterial anatomy  
 -Lower peripheral arterial anatomy  
 -Brachial arterial anatomy  
 -Pulmonary arterial anatomy  
 -Renal anatomy, including the abdominal aorta and kidneys  
 -Carotid arterial anatomy  
 -Cranial arterial anatomy  
 -Hepatic arterial anatomy  
 -Cardiac mapping for electrophysiology studies

Custom Forms  
 - Ability to create custom designed discrete collection forms such as research forms or state registries  
 - Can populate Transcription  
 - Ability to populate with data collected within the application utilizing scrapers  
 - Queriable with purchase of Data Analysis

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Line #	Part #	Description	Qty
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System Software:  
 - Transcription module certificate  
 - Arterial Trees module certificate  
 - Custom Forms module certificate

Requires:  
 - Xper Information Management Data Center software

7	<b>**WF2</b>	<b>Xper IM Workflow Modules</b>	<b>1</b>
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Bundle of workflow modules:

Featuring:

Scheduler

- Dynamically linking the study schedule and staff schedule creates a powerful solution with a multitude of capabilities
- Easily utilize a template builder to build and store work schedules that can be saved up to one year in advance
- Change the schedule template as staff resources change
- Obtain a list of available staff resources to assign to each case

Inventory

- Built in Inventory Reports
- Outbound inventory interfaces are available (via purchase of Xper Connect – Outbound Inventory)
- Cycle Counting
- Multi-location tracking
- Export to Excel with the click of a button
- Includes Barcode Reader

Data Analysis

- Ad hoc query builder
- User can view and edit SQL logic
- Batch report scheduling
- Results can be exported to Excel by clicking a button

System Software:

- Scheduler module certificate
- Inventory module certificate
- Data Analysis module certificate

Requires:

- Xper Information Management Data Center software
- Customer must provide licensed copy of Microsoft Excel.

8	<b>**CC1</b>	<b>Xper IM Connect Software</b>	<b>1</b>
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Line #	Part #	Description	Qty
		<p>This software is required when interfacing between Xper Information Management and a third party system is desired. The software enables activation of available Xper Information Management Connect Interfaces.</p> <p>System Software included: -Xper Connect Software</p> <p>Requirements: All Xper Connect functions require a common network connection between Xper Information Management Interface Server and the appropriate third party system or device and Xper Flex Cardio client or hospital provided workstation(s). Used ports must remain open. - Interface Server Hardware</p>	
<b>9</b>	<b>**P_860334_AD1</b>	<b>Xper IM ADT Interface</b>	<b>1</b>
		<p>This product allows activation of Unsolicited ADT interface. Activation of additional interfaces requires additional purchase.</p> <p>ADT - Captures unsolicited ADT demographics information in HL7 format from hospitals' mainframe systems in real-time (compatible with third party systems such as Medi-Tech, and Siemens).</p> <p>Formats/Protocols Supported: - HL7 version 2.1, 2.2, 2.3, 2.4, 2.5 - TCP/IP</p> <p>System Software: - ADT Interface License</p> <p>Requirements: - Xper Connect Core Software - All Xper Connect functions require a common network connection between Xper Information Management Interface Server and the appropriate third party system or device and Xper Flex Cardio client or hospital provided workstation(s).</p>	
<b>10</b>	<b>**P_860334_CN3</b>	<b>Xper IM Billing Interface</b>	<b>1</b>
		<p>This product allows activation of Billing interface. Activation of additional interfaces requires additional purchase.</p> <p>Billing - Sends collected charges to mainframe in batch mode using HL7 or hospital defined flat file (compatible with third party systems such as Medi-Tech, or Siemens).</p> <p>Formats/Protocols Supported: - HL7 version 2.1, 2.2, 2.3, 2.4, 2.5 - TCP/IP, File Post</p> <p>System Software: - Billing Interface License</p> <p>Requirements: - Xper Connect Core Software - All Xper Connect functions require a common network connection between Xper Information Management Interface Server and the appropriate third party system or device and Xper Flex Cardio client or hospital provided workstation(s).</p>	
<b>11</b>	<b>**P_860334_CN8</b>	<b>Xper IM Outbound Inventory Interface</b>	<b>1</b>

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Line #	Part #	Description	Qty
		<p>This product allows activation of Outbound Inventory interface. Activation of additional interfaces requires additional purchase.</p> <p>Outbound Inventory - Sends inventory usage to inventory system in batch mode using HL7 flat file or hospital defined flat file (compatible with third party systems such as Lawson, McKesson, and Meditech).</p> <p>Formats/Protocols Supported:</p> <ul style="list-style-type: none"><li>- HL7 version 2.1, 2.2, 2.3, 2.4, 2.5</li><li>- TCP/IP, File Post</li></ul> <p>System Software:</p> <ul style="list-style-type: none"><li>- Outbound Inventory Interface License</li></ul> <p>Requirements:</p> <ul style="list-style-type: none"><li>- Xper Connect Core Software</li><li>- Xper IM Inventory Module</li><li>- All Xper Connect functions require a common network connection between Xper Information Management Interface Server and the appropriate third party system or device and Xper Flex Cardio client or hospital provided workstation(s).</li></ul>	
12	**P_860334_CN9	<b>Xper IM End of Case Report Interface</b>	1
		<p>This product allows activation of End of Case Report interface. Activation of additional interfaces requires additional purchase.</p> <p>End of Case Report Interface – Sends a HL7 Reference Pointer Message to hospitals' EMR or HIS systems, alerting the system where it can locate a PDF version of the end of case report. The end of case report will contain but is not limited to demographics, hemodynamic data, waveforms, conscious sedation data, and procedure log.</p> <p>Formats/Protocols Supported:</p> <ul style="list-style-type: none"><li>- HL7 version 2.1, 2.2, 2.3, 2.4, 2.5</li><li>- TCP/IP, File Post</li></ul> <p>System Software:</p> <ul style="list-style-type: none"><li>- End of Case Report Interface License</li></ul> <p>Requirements:</p> <ul style="list-style-type: none"><li>- Xper Connect Core Software</li><li>- All Xper Connect functions require a common network connection between Xper Information Management Interface Server and the appropriate third party system or device and Xper Flex Cardio client or hospital provided workstation(s).</li></ul>	
13	**AS1	<b>XperIM Data Center Server</b>	1
		<p>The Server hardware provides the platform for all network communications for Xper Flex Cardio physiomonitring system and Xper Information Management. Facility is to provide monitor, keyboard and mouse or equivalent.</p> <p>Minimum System Hardware Included:</p> <ul style="list-style-type: none"><li>- File Server</li><li>- Main Board</li><li>- Dual Core 1.6 GHz or greater processor</li><li>- 4 GB RAM</li><li>- Hard Disk (500 GB capacity, RAID possible)</li><li>- DVD-ROM drive</li></ul>	

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Line #	Part #	Description	Qty
		<ul style="list-style-type: none"> <li>- Video – 1280 x 1024 res, 16 bit color Min</li> <li>- 10/100/1000 Network Adapter (may have multiple)</li> </ul> <p>System Software included:</p> <ul style="list-style-type: none"> <li>-Microsoft Windows Server Operating System (sufficient licenses for all IPC provided computers and software licenses purchased)</li> <li>-Microsoft SQL Server Software</li> <li>-Symantec pcAnywhere</li> </ul> <p>Requires:</p> <ul style="list-style-type: none"> <li>- Xper IM Data Center SW</li> <li>- Rack in which to place Server, monitor, keyboard, mouse and UPS</li> </ul>	
14	<b>**P_860337_DS1</b>	<b>4:3 LCD HQ Display (19 inch)</b>	<b>4</b>
		<p>19" Medical Grade LCD Color Display (1280 x 1024 resolution) for mounting on suspension boom in procedure room, or for use with client workstations</p> <p>- Includes VGA Cable (To be pulled / installed by customer). Cable not included with Boom monitor if purchased with a hemodynamic system, as the cable is included with that product.</p>	
15	<b>**IS1</b>	<b>XperIM Connect Server</b>	<b>1</b>
		<p>The Interface Server provides the platform for all communications with Xper Information Management Connect software and third party interface systems.</p> <p>Minimum System Hardware Included:</p> <ul style="list-style-type: none"> <li>-File Server</li> <li>-Main Board</li> <li>-Dual Core 1.6 GHz or greater processor</li> <li>-4 GB RAM</li> <li>-RAID 5 array (500 GB capacity)</li> <li>-CD-ROM drive</li> <li>-Video – 1280 x 1024 res, 24/32 bit color Min</li> <li>-10/100/1000 Network Adapter (2)</li> </ul> <p>System Software included:</p> <ul style="list-style-type: none"> <li>-Microsoft Windows Server Operating System (sufficient licenses for all IPC provided computers and software licenses purchased)</li> <li>-Microsoft SQL Server Software</li> <li>-Symantec pcAnywhere</li> </ul> <p>Requires:</p> <ul style="list-style-type: none"> <li>- Xper IM Connect SW</li> <li>- Rack in which to place Server, monitor, keyboard, mouse and UPS</li> </ul>	
16	<b>**P_860337_WS</b>	<b>Customer Provided</b>	<b>1</b>
	<b>5</b>	<b>Workstation HW</b>	
		<p>Hardware for use with concurrent user licenses and Patient Status Viewer software.</p> <p>Minimum Workstation Hardware Specifications:</p> <ul style="list-style-type: none"> <li>- Main Board</li> <li>- 3.0 GHz or greater hyper-threading processor</li> <li>- 2 GB RAM</li> <li>- 80 GB or greater hard drive</li> </ul>	

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Line #	Part #	Description	Qty
		<ul style="list-style-type: none"> <li>- DVD-ROM drive reader</li> <li>- Video – 1280 x 1024 res, 24/32 bit color (optional Dual Head DVI)</li> <li>- 10/100/1000 MB network adapter (may have multiple)</li> <li>- Mouse</li> <li>- Keyboard</li> </ul> <p>NOTE: Xper IM Concurrent User Licenses and/or Patient Status Viewer license must be purchased separately.</p>	
17	**TH4	<b>XperIM Interface Broker Test Server</b>	1
		<p>The XperIM Connect Test Server hardware provides the platform for all network communications for Xper IM test environment.</p> <p>Minimum Server Hardware Included:</p> <ul style="list-style-type: none"> <li>-File Server</li> <li>-Main Board</li> <li>-Dual Core 1.6 GHz or greater processor</li> <li>-4 GB RAM</li> <li>-RAID 5 array (500 GB capacity)</li> <li>-CD-ROM drive</li> <li>-Video – 1280 x 1024 res, 24/32 bit color Min</li> <li>-10/100/1000 Network Adapter (2)</li> </ul> <p>System Software included:</p> <ul style="list-style-type: none"> <li>-Microsoft Windows Server Operating System (sufficient licenses for all IPC provided computers and software licenses purchased)</li> <li>-Microsoft SQL Server Software</li> <li>-Symantec pcAnywhere</li> </ul> <p>Require:</p> <ul style="list-style-type: none"> <li>- Xper IM Test software</li> <li>- Customer to provide rack in which to place server, and peripherals such as monitor, keyboard, mouse and UPS.</li> </ul>	
18	**P_860337_DM 6	<b>Xper Flex Cardio Table Mount</b>	1
		<p>This Xper Flex Cardio Table Mount is a customized mounting system and is required to mount FC2010 to x-ray table. The mount includes cable management to minimize clutter of cables connected to the FC2010 device.</p> <p>*This wall mount is optimized for the Philips Allura X-ray table, but could be used for x-ray tables from other manufacturers.</p>	
19	**RK4	<b>Customer to provide rack enclosure</b>	1
20	**P_860337_CK2	<b>Installation Cable Kit Procedure Room</b>	4
		Provides all installation cables required for normal installation, Flex Cardio Procedure Room.	
21	**FNA0974	<b>Clinical Configuration Training, Offsite</b>	1

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Line #	Part #	Description	Qty
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This comprehensive five (5) day training is designed to thoroughly prepare the System Administrator / Super-user to deploy and maintain the back-end features of Xper Information Management.

The facility must purchase at least one class and facility representative must attend prior to implementation of Xper Flex Cardio hemodynamic monitoring system.

After completing this course the student will be able to:

- Describe the components that comprise the Xper IM network
- Configure the software as necessary for the hospital
- Admit a case
- Describe the function of the Portal Designer and create a new custom portal
- Configure the User Administration dialog for User and Signature password settings
- Describe the User setting's tabs and add a new user and specify the necessary settings
- Configure the Monitoring Environment for the facility
- Describe the process of charting entries in a case
- Customize the System and Procedure tables
- Customize the menu structure to meet the lab's needs
- Develop Kits to create menu charting shortcuts
- Create a Custom Form to track locally developed database fields
- Modify Registry fields and scrapers to tailor the list to the facility
- Customize a database Scraper entry for the different types of scrapers

Training is conducted off-site at the Melbourne, FL IPC headquarters Education Center. The price includes all course materials, equipment for hands-on troubleshooting, and complimentary breakfast and lunch each day. Other expenses are not included. Price is per person.

All elements of training must be completed during the service warranty period of the equipment. A charge will incur after the warranty.

<b>22</b>	<b>**FNA0976</b>	<b>Transcription Module Training, Offsite</b>	<b>1</b>
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This comprehensive two and one half (2 ½) day training program is best suited for individual responsible for the creation and maintenance of custom menu documentation, scraper creation, and transcription document creation for the facility.

Curriculum topics include menu construction, the building of customized scrapers for data extraction from the Xper Information Management database, and the creation of customized report templates. The use of electronic signatures for document finalization and validation will also be covered.

This training may be attended prior to or subsequent to the use of the Xper IM solution in patient care, however it must be attended prior to implementation of the Transcription module.

After completing this course, the student will be able to:

- Describe the overall purpose of the Xper IM Transcription (Clinical Reporting) Module
- Create a new template both from an existing template as well as from blank template
- Create "Conditional" items to insert into a template depending on the case's circumstances
- Create a "Section" to insert into an existing template
- Insert images from a case into a template
- Configure Transcription Association

Training is conducted off-site at the Melbourne, FL IPC headquarters Education Center. The price includes all course materials, equipment for hands-on troubleshooting, and complimentary breakfast and lunch each day. Other expenses are not included. Price is per person.

All elements of training must be completed during the service warranty period of the equipment. A charge will incur after the warranty.

<b>23</b>	<b>**FNA0977</b>	<b>Scheduler Module Training, Offsite</b>	<b>1</b>
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Line #	Part #	Description	Qty
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This two (2) hour training will prepare the individual responsible for Scheduling to use the Scheduler module to manage both the procedure room schedule and staff work schedules. Curriculum topics include scheduling cath lab procedures and personnel, creating and managing scheduling templates, and assigning personnel to rooms and procedures. The ideal attendee will be familiar with Microsoft Windows applications, such as Outlook and be familiar with cath lab workflow and personnel scheduling.

- After completing this course, the student will be able to:
- Display & update the Study and Staff Schedulers.
  - Explain the relationship between Staff & Study schedules.

At least one person from the hospital must attend the off-site training for Flow Coordinator, before the Scheduler Module can be activated.

Training is conducted off-site at the Melbourne, FL IPC headquarters Education Center. The price includes all course materials, equipment for hands-on troubleshooting, and complimentary breakfast and lunch each day. Other expenses are not included. Price is per person.

All elements of training must be completed during the service warranty period of the equipment. A charge will incur after the warranty.

<b>24</b>	<b>**FNA0978</b>	<b>Inventory Module Training, Offsite</b>	<b>1</b>
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This two (2) day training may be attended prior to or subsequent to the use of the Xper IM solution in patient care, however it must be attended prior to implementation of the Inventory module.

- After completing this training course the student will be able to:
- Use the Xper IM Inventory screens to keep track of hospital inventory
  - Use the Inventory Import Tool to import inventory from an existing inventory system
  - Customize and use the Xper IM Inventory "Overview" to examine the entire inventory and create reports to update cath lab administration on inventory use
  - Modify inventory item parameters
  - Describe how inventory is documented in a patient chart and explain the link between the "Category" and the charting menu
  - Use the Xper IM Inventory Module to keep track of and receive items on order
  - Employ Cycle Counting to verify and adjust on-hand quantities

Training is conducted off-site at the Melbourne, FL IPC headquarters Education Center. The price includes all course materials, equipment for hands-on troubleshooting, and complimentary breakfast and lunch each day. Other expenses are not included. Price is per person.

All elements of training must be completed during the service warranty period of the equipment. A charge will incur after the warranty.

<b>25</b>	<b>**FNA0979</b>	<b>Data Analysis Training, Offsite</b>	<b>1</b>
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This comprehensive four (4) hour training program will prepare the customer to query and report statistical information collected in Xper Information Management. At least one person from the hospital must attend the off-site training for Lab Reporting before the Data Analysis Module can be activated.

The ideal attendee will be familiar with the statistical reporting needs of the cardiac cath lab and have experience with SQL and relational databases.

Curriculum topics include the construction and design of customized queries using the user friendly SQL based Query Building Module, use of standardized reports supplied with the system, and the construction and design of customized reports which can be saved and reused. The customer will also be trained in the building and use of custom database fields to add flexibility to the reporting capabilities of the system.

- After completing this course, the student will be able to:
- Identify features and functions of the Query Module
  - Discuss how to customize menu structure and "Custom Fields" to produce optimal data output

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- Develop single- and multiple-parameter queries
- Output the statistical data using both pre-defined and custom-built reports
- Automate the printing process to output reports on a scheduled basis
- Import a query created from an external source (i.e., Philips Technical Support Staff)
- Export statistical information to either Excel or Access

Training is conducted off-site at the Melbourne, FL IPC headquarters Education Center. The price includes all course materials, equipment for hands-on troubleshooting, and complimentary breakfast and lunch each day. Other expenses are not included. Price is per person.

All elements of training must be completed during the service warranty period of the equipment. A charge will incur after the warranty.

<b>26</b>	<b>**FNA0994</b>	<b>XIM 2 Wk Travel Package, Offsite Training</b>	<b>1</b>
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Travel package for Xper IM Flex Cardio two week off-site training classes.

Includes:

- One (1) participant's coach seating airfare from North America customer location to Melbourne, FL, with lodging and includes ground transportation to the IPC Melbourne Training facility by cab service.
- Breakfast and lunch are provided at the training class.
- All other expenses will be the responsibility of the attendee.
- Details are provided during the scheduling process.

Note:

- Cancellation/rescheduling policy strictly enforced.
- Expires one (1) year from the earlier of equipment delivery date or purchase date.
- Ticket must be booked at least 3 weeks in advance.

<b>27</b>	<b>**FNA0857</b>	<b>Total number of Facilities</b>	<b>1</b>
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<b>28</b>	<b>989801200654</b>	<b>Project Implementation Services</b>	<b>1</b>
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989801200654 Project Implementation Services

Philips Healthcare applies disciplined project management methodology to delivery of each engagement. Our methodology closely parallels the Project Management Institute's (PMI) worldwide -recognized framework – Initiating, Planning, Executing, Controlling and Closing. The Philips team, led by an experienced project manager, will work with you throughout the duration of the project to deliver the products and services described in this quotation. The project manager is responsible for all aspects of the project and ensuring that all deliverables are completed with a high degree of customer satisfaction.

Depending on the nature of your project – implementation, upgrade or expansion – the Philips team is comprised of experts needed to deliver your solution. Team members typically include the following resources.

- Implementation Specialists - responsible for technical work such as installation and configuration of the system hardware and software
- Application Consultants – responsible working within the clinical environment providing expertise in workflow, application configuration and training