

Service Overview:

## Tag Management Program



Expert Support for Your Asset Management Solution

### Challenges

Every healthcare organization is challenged to improve care quality and operational efficiency. Hospitals across North America count on STANLEY Healthcare's Asset Management solution to help them improve the way they locate and manage a range of assets—from wheelchairs and beds to IV pumps and telemetry monitors.

STANLEY Healthcare's Asset Management solution provides real-time visibility to asset location and status. It empowers healthcare organizations to enhance patient care, improve staff morale and achieve higher efficiency across sterile processing, biomedical engineering and other key functions.

RFID-enabled asset management tags are a key part of the solution. With hundreds or thousands of tags in service, it can become time-consuming and difficult for an organization to stay on top of battery maintenance, firmware updates and other management tasks.

But if such tasks aren't completed in a timely manner, an organization may experience downtime that can lead to operational inefficiency, patient care risks and staff frustration.

To drive the greatest return on your investment, STANLEY Healthcare recommends a proactive and disciplined approach to deploying and maintaining asset management tags. As you think about your current approach, consider the following:

- What is your process for monitoring tag batteries? How much time are you devoting to that process?
- Who is responsible for replacing batteries and configuring tags? How do you track which tags have new batteries?
- When you add new tags to your solution, how do you ensure that each is properly configured and maintained?
- Who is responsible for making firmware updates and ensuring that your organization has the most recent enhancements to the solution?

Many organizations have experienced challenges when handling tag management on their own and welcome the convenience—and assurance—of a fully managed service.

### Solution

STANLEY Healthcare's Tag Management Program helps streamline the process—and improve your results. Through this managed service, STANLEY Healthcare deploys STANLEY experts to provide on-site support for your asset management tags throughout their lifecycle.



### Benefits

- Eliminates the need to deploy your own resources for monitoring and maintaining asset management tags—freeing personnel for other critical tasks
- Helps prevent solution downtime or other issues resulting from low batteries
- Ensures prompt implementation of solution enhancements so that you can benefit from the latest features
- Identifies recommendations for ordering consumables before it becomes an emergency
- Ultimately helps drive return on your asset management solution investment through proper usage and maintenance



## How It Works

With the Tag Management Program, STANLEY Healthcare takes responsibility for:

- **Configuration.** When you need to activate new tags, your technician will ensure that they're configured correctly—with "High" battery level—before they're attached to your assets.
- **Refresh.** At the start of the service, STANLEY Healthcare will assess your installed base of tags, sweeping your facility to locate all tags and then evaluating their status and updating as needed. During this initial phase, STANLEY Healthcare will provide daily updates showing how many tags have been updated and how many remain.
- **Maintenance.** After performing an initial assessment of current tags, the STANLEY Healthcare technician will track when tags need batteries. As tags come due, the technician will ensure that batteries are replaced, tags are configured, and the MobileView system is updated to reflect the maintenance.
- **Monitoring.** As part of the Tag Management Program, STANLEY Healthcare will monitor the overall health of your Asset Management Solution, making recommendations when issues arise.
- **Documentation and Ongoing Communication.** STANLEY Healthcare provides regular reporting on the health status of installed tags, including current status of your installed base, tags refreshed with new batteries or firmware updates, recommended orders for consumables and observations gathered during the refresh process.



**For more information about our Asset Tag Management service, please contact STANLEY Healthcare today.**

## About STANLEY Healthcare

STANLEY Healthcare provides over 5,000 acute care hospitals and 12,000 long-term care organizations with enterprise solutions that transform safety, security and operational efficiency. The STANLEY Healthcare solution set enables customers to achieve organizational excellence and superior care in five critical areas: Patient Safety, Security & Protection, Environmental Monitoring, Clinical Operations & Workflow and Supply Chain & Asset Management. These solutions are complemented by consulting, training, implementation and integration services. STANLEY Healthcare is proud to be part of Stanley Black & Decker, Inc. For more information, visit [www.stanleyhealthcare.com](http://www.stanleyhealthcare.com).

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