

HEMS

Hospital Engineering Management System

HEMS Enterprise

EQ2 Web Request

EQ2 Mobile

EQ2 medTester Interface (MTI)

The EQ2 HEMS Enterprise Family of Products | *KEY FEATURES*

EQ2 HEMS ENTERPRISE

TIME SAVINGS

- Ability to assign a technician/manager to a Type, Model/Manufacturer or Equipment Device.
- Ability to float equipment device schedules.
- Instantly retrieve just the information you need from any module – and output to email, spreadsheet, pdf, and more.
- Automated Scheduling of Equipment Inventory, By Department, Type, Manf/Model, and Location.
- Automatic Assignment of Risk - By Type or Manf/Model
- One-click access to equipment histories.
- Automatic notification of equipment warranty expiration.
- Automatic beeper/email notification

MOBILITY

- Integrated with EQ2 Best Practices, EQ2 Mobile and Web Request

ACCURACY

- Integrated Work Order, Equipment and Parts Inventory, Contracts, Risk, Multi-Interval Scheduling, and PM procedures.
- Document Management - Attach images, manual and contracts to any work orders and equipment inventory.
- Quick Reports - One click reports menu from Outlook style toolbar.



TECHNICIAN, MANAGER AND VICE PRESIDENT OF OPERATIONS DASHBOARDS

TIME SAVINGS

- Review one Web Dashboard for a Complete Picture of Technician, Manager or VP's Point of View.
- No more endless meetings to find out what is going on. Just one click on the Dashboard and you are up to date on operations.
- Schedule reports to be automatically delivered to recipients and let EQ2 Dashboard handle the rest.

ACCURACY

- No Clumsy filters to complex menus to navigate so the information required is immediately available.
- Interactive graphical and bar charts that enable an increased understanding of the details.



EQ2 MOBILE

TIME SAVINGS

- Paperless - All work is electronically document while the tech is in the field.
- Barcode enabled - Scan equipment barcodes with automatic lookup of pending work.
- Automatic Time Card - Captures time spent on work order automatically.
- Automatic Failed PM work orders - When PM fail easily track the result.
- One-click close - Close work orders with one-click of the stylus.

MOBILITY

- Wireless - Get server updates anywhere in your wireless (or wired) net-work.
- Disconnected work continues - When there is no wireless connection continue to use EQ2 Mobile
- Equipment histories - look up an equipment history anywhere.
- Assign parts - Parts assignment anywhere on the network.

ACCURACY

- Automated data collection - Data accuracy ensured by automatic collection.
- Accurate Task Time - Identify accurate average estimates for work task.
- Report on Response - Show requester how quickly the department responds.
- Regulatory Documentation - Automate required regulatory documentation without data entry staff.
- Automatic Time Card - Review time paid versus time documented report.



EQ2 WEB REQUEST

TIME SAVINGS

- Paperless - Assign, edit and close all work orders online.
- Quick Close - One click close of work orders online.
- Quick Find for Parts - Find part availability online.
- Work Request Lookup - Work requesters can lookup the status of work requests online.
- Work Requester Notification - Automates the process of notifying requesters of a status change to the work request.
- Automatic Collection of Quality Surveys - Keep track of requester opinion without requiring staff to make phone calls or emails.
- Automatic Collation and Summary of Quality Surveys - Retrieve and present reports on the requester's perception of quality to management and staff.

MOBILITY

- Access work orders from anywhere online.
- Access equipment histories and reports from anywhere there is Intra/Internet access.
- Technicians have immediate access to their assign work.
- Management assigns and reviews work requests from any Intra/Internet connection.

ACCURACY

- Review accurate reports directly from the intra/internet.
- Review equipment histories directly from intra/internet.
- Lookup work requests by department, location, or date.



EQ2 BEST PRACTICE

TIME SAVINGS AND ACCURACY

- Automatically Transmit and Enforce Standardized Lists Across Service Areas
- Automatically Ensure Uniformity for Procedure and Risk Assignment Across Service Areas
- Automatically Ensure that All Equipment and Procedures are Entered with the Proper Information Across Service Areas
- Review New Equipment Items and Transfer Equipment Items from One Screen with One Click



HIPPA & SECURE DATA

SECURITY

- Full online traceability for all transactions performed by anyone accessing HEMS from any interface.
- Hardened Web and Pocket PC interfaces – ensuring that the good people can get what they need and the bad are kept out.
- Login is MS Active Directory and LDAP compliant.



HEMS

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EQ2 has been a leader in providing comprehensive Hospital Engineering Management Systems since 1993. Our systems meet the needs of individual facilities while being scalable to the largest health care networks. Taking advantage of the latest wireless technologies, EQ2 empowers staff to be productive wherever they may be. Easy, flexible, secure and robust, EQ2's HEMS® Enterprise system sets the standard for engineering management software.

The HEMS® Enterprise system including EQ2 Web Request, EQ2 Mobile and EQ2 medTester interface (MTI) offers a well-integrated solution that helps to keep your hospital safe, while improving patient care and reducing costs.

FAST AND EFFICIENT

The HEMS Enterprise system is designed to be fast and efficient.

Wireless Pocket PC and Web access allow engineers

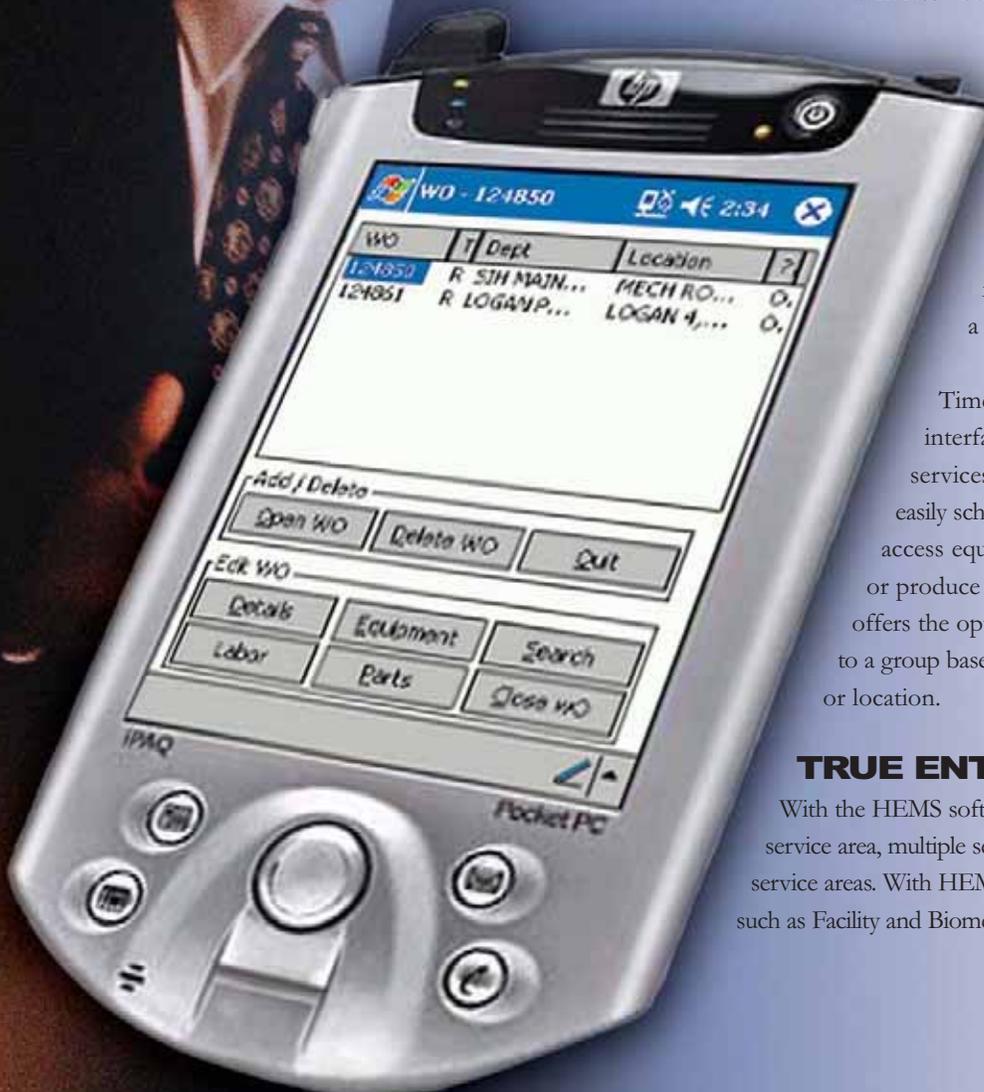
and technicians to report status directly from the field, saving time and money.

Engineers can attach images and spreadsheets to equipment history, which saves time in locating and evaluating equipment. A quick find form in every module lets users quickly retrieve key information without hassling over constructing a filter or report.

Time is also saved by initiating the one-click interface and EQ2's proven implementation services. With the one-click interface, users can easily schedule equipment, assign tasks to a procedure, access equipment history and inventory records, or produce a report. The HEMS Enterprise system offers the option of automatically scheduling equipment to a group based on type, manufacturer/model, department, or location.

TRUE ENTERPRISE SCALABILITY

With the HEMS software product suite, you can manage one service area, multiple service areas, or multiple facilities with multiple service areas. With HEMS, it is now possible for each department such as Facility and Biomedical Engineering, Housekeeping and Security



to separately track their information while managers responsible for enterprise-wide decision making access global information from all service departments. Since information is centrally located, enterprise managers base their actions and decisions on the whole picture - not individual pieces of the puzzle. Integrating Web and wireless technologies, HEMS Enterprise uses EQ2 Web Request and EQ2 Mobile to enable access from anywhere so managers and staff can view and update work orders, reports and equipment histories.

COMPLIANT AND ROBUST

The HEMS Enterprise design specifically uses robust engineering that focuses on reliability and meeting the demands of the equipment professional in the modern environment of care. Equipment inventory and scheduling include Critical Alarm and UPS tracking for ASHE Safety Goal #6, Smoke and Fire, and Environmental Zone management. Graphical reports, focused on compliance, are one click away, whether it is for a JCAHO inspector or the head of the safety committee- you'll have the information required to meet the demand.

The HEMS Enterprise system manages security access enabling module, menu and field level control over the system. The HEMS software product suite including EQ2 Web Request, EQ2 Mobile, and MTI is based on the latest Microsoft technologies and is rigorously tested to meet the highest quality standards. The HEMS Enterprise system is built upon Microsoft SQL Server 2000 and EQ2 Mobile is Designed for Windows® for Pocket PC certified by Microsoft. EQ2 is dedicated to continuing its Microsoft technology leadership and proudly maintains its partnership with Microsoft as a Microsoft Certified Solution Provider.

FLEXIBLE AND INTUITIVE

Designed to be flexible to deal with the changing demands of the environment of care and different service departments' information needs, the HEMS Enterprise system is also easy to learn for one user or hundreds. Utilizing an intuitive interface that requires minimal data entry to complete documentation, HEMS keeps your staff on the job rather than completing paperwork. In addition, EQ2's standard data lists including ASHE approved plant and biomedical equipment procedures cuts hundreds of hours of time required to implement HEMS.

EASY YET POWERFUL

The HEMS Enterprise system easily provides powerful information for informed decision making. With one click...

- Departmental summaries of productivity by type and priority
- Work orders or contracts
- Equipment inventory, history, and scheduling based on type, manufacturer, or model
- Safety committee reports
- Maintenance summaries, scheduled versus corrective
- Planned scheduled load
- Parts usage summary

The HEMS system offers numerous other features from the ability to assign pending work orders or multi-day work to one work order to keeping track of how many equipment items have been completed on a group work order. Through the HEMS system, you will experience a short learning curve and quick access to information that is focused on meeting the demands of the environment of care. All of the powerful options with HEMS provide for a positive and immediate payback.

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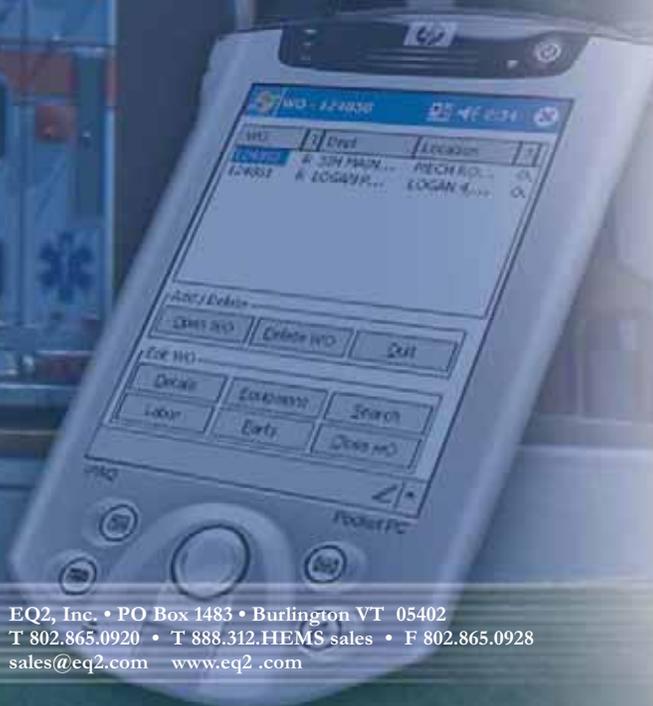
EQ2 HEMS Enterprise is a comprehensive, flexible hospital engineering management system. HEMS Enterprise is designed to be fast and efficient, thus saving health care facilities time and money. In addition, HEMS Enterprise combined with EQ2 Web Request, EQ2 Mobile and MTL, offers an integrated solution that helps to improve patient care, reduce costs and keep your hospital safe.

HEMS Enterprise scales to meet the needs of any size facility. HEMS Enterprise handles one service department, several service departments, or multiple facilities with multiple service departments. While providing powerful features, HEMS Enterprise can be cost-effectively deployed regardless of the facility size.

HEMS Enterprise offers intuitive, one-click interface that allows information to be sent and retrieved with ease. With one click, comprehensive, flexible reports focused on the management of equipment inventory, work orders, schedules, and staff assignments can be generated. Export any report to email, the Web, or a spreadsheet.

HEMS Enterprise includes special features designed to enhance the management of equipment. HEMS Enterprise incorporates Smoke/Fire, Environmental Zone and automatic PM scheduling modules into the system. Additionally, the system includes standard ASHE preventive maintenance procedures for plant and bio-medical equipment.

Information is secure on Microsoft's SQL Server, so you do not have to worry about any information being compromised. EQ2 proudly maintains its partnership with Microsoft as a Microsoft Certified Partner and as such ensures the competence of the HEMS Enterprise system to effectively manage and control the security access to the modules, menus and field levels.



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EQ2 Web Request

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EQ2 medTester Interface (MTI)

EQ2 Web Request provides 24/7 secure and controlled access throughout the organization to the HEMS Enterprise system. EQ2 Web Request offers unprecedented oversight to managers and access by internal customers, thus reducing time delays costs and frustration—while increasing satisfaction levels.

With EQ2 Web Request, engineers and technicians can submit work requests from the Internet/Intranet directly to HEMS Enterprise system. Work requests via the Web are automatically routed to the proper service area and turned into HEMS Enterprise work orders. Requesters are automatically notified via email of status changes and they have the option of reviewing their requests without the need for contacting the service department. No staff is required for this effort—no paper no telephone and no delay—the HEMS Enterprise system acts as the central command post for your facility. For example, a quality survey is automatically sent to the requester after a work order is closed. When the requester responds to the quality survey, the HEMS Enterprise system will automatically summarize these comments into a graphical report of quality outcomes.

With one click, engineers review their pending work, close their work orders, specify labor, parts, and action taken from anywhere on the Internet/Intranet. Also, with one click, either the engineers can assign themselves unassigned pending work orders or the administrator can assign an engineer. Engineers can track equipment items still pending on group work orders.

Need a report but not in your office? Web Request enables enterprise wide reporting from any browser enabled computer. Next time you are meeting with the nursing director—show don't tell. Management can also review timely reports as EQ2 Web Request automatically updates the HEMS Enterprise system with any event that happens on the Internet/Intranet. Service departments in the HEMS Enterprise system can use EQ2 Web Request to advertise staff and requester notices such as monthly meetings.

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EQ2 medTester Interface

HEMS Enterprise
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HEMS Enterprise directly supports the Fluke medTester. Combining the leading biomedical equipment safety analyzer with the intuitive HEMS Enterprise interface creates a powerful, integrated tool for servicing biomedical equipment. EQ2's medTester interface (MTI) dynamically communicates with the medTester to provide a single interface for the secure and efficient transfer of data between HEMS Enterprise and the medTester.

MTI eliminates clumsy file handling and the need to run external interface programs. MTI handles all of the communication with the medTester including error handling. All information transfers and deletions are archived and tracked to provide increased security for this valuable data. In addition, MTI generates dynamic summary and tracking reports of all medTester interface activity. MTI acts as a tireless assistant forever managing the information flow so you can manage work.

MTI provides multi user support for both multiple medTesters and multiple technicians accessing the same equipment and tasks. MTI tracks which medTester and what equipment went where. This eliminates any guesswork as to the outcome of your biomedical equipment related work.



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EQ2 Mobile

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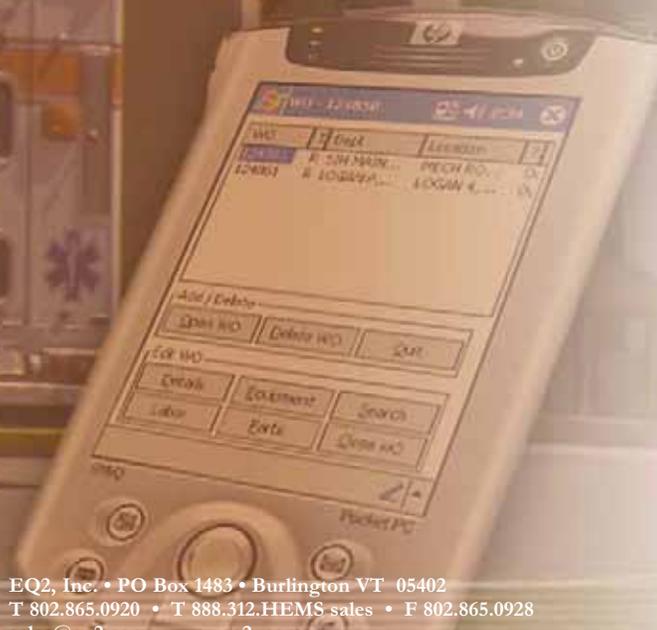
EQ2 Mobile provides wireless access to the HEMS Enterprise system for engineers and technicians on the go. EQ2 Mobile enables real-time information gathering while dramatically reducing data entry, wasted travel time, confusion and errors.

EQ2 Mobile offers the engineer and technician the capability to gather and post work orders and retrieve equipment histories with one click. EQ2 Mobile tracks new work orders and automatically notifies the technician when a new work order is assigned. The user also has the capability to review the last two years of equipment history when out in the field.

When outside the wireless network range, work orders can continue to be updated, opened and closed. EQ2 Mobile automatically manages documentation for preventive maintenance and routine work orders as well as capturing labor time. Technicians can scan equipment barcodes enabling a lookup of pending work orders for the equipment item. This feature makes fire extinguisher or biomedical equipment sweep inspections efficient. With one scan and one click, the work order is documented and closed. If a preventive maintenance task fails, EQ2 Mobile will automatically create a work order for the failure.

This application is also able to track hours worked for each employee versus hours paid. EQ2 Mobile displays this in a report for viewing on the Pocket PC so that staff are aware of the hours remaining to document.

Go with the company you trust, who is a Microsoft Gold Certified Partner, whose software products are Microsoft certified Designed for Windows® Mobile—EQ2, Inc.—innovator of products for the environment of care.



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EQ2 Field Reporter

HEMS Enterprise
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EQ2 Mobile

EQ2 medTester Interface (MTI)

Rather than carrying your desktop or 200 pounds of paper reports with you and the regulatory inspector, simplify your life and save yourself some back pain with EQ2's Field Reporter. This innovative product, available only through EQ2, utilizes Microsoft Pocket PC and HEMS Enterprise to deliver wireless regulatory and performance information for equipment throughout your organization.

Scan or stylus in a control number and Field Reporter instantly provides summary history reports on scheduled versus corrective work orders, costs, service contracts, and next preventative maintenance due dates. With one click of the stylus, the details for any of these summaries are displayed for review by the inspector, nurse director or simply to enhance your insight during management rounds.

Costs are broken out graphically by scheduled or corrective maintenance, labor and parts. With one click of the stylus in the EQ2 Field Reporter, you have all of the information for any equipment item in your inventory—anywhere, anytime, always available.

Don't have a wireless network? Don't worry. EQ2 Field Reporter enables a stored history snapshot feature. Fill up the snapshot before you start your inspection rounds and EQ2 Field Reporter will deliver the same information it would if you were wirelessly connected.

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EQ2 Product Hardware Specifications

HEMS ENTERPRISE					EQ2 WEB REQUEST	
Desktops: Windows 2000, XP, or Vista			Server: Windows 2003 Server or higher		Server: Windows 2003 or higher with IIS 6.0 or higher and SMTP configured	
	Required	Recommended	Required	Recommended	Required	Recommended
CPU	PIII	3.0 ghz	1.7 ghz Intel Xeon	3.0 ghz Intel Xeon	PIII/600 + 128 KB cache	3.0 ghz Intel Xeon
Memory	512 MB	1 GB	1 GB	2 GB	512 MB	2 GB
HD	40 GB	60 GB	3-36 GB, Raid I, SCSI	3-36 GB, SCSI (15,000) or 3-80 GB SATA Raid 5 (10,000)	40 GB	2-36 GB, SCSI (15,000) or 2-80 GB SATA (10,000)
CD	CD	CD/DVD	CD	CD/DVD	CD	CD/DVD
UPS	No	Yes	Yes	Yes	Yes	Yes
Network Interface Card	10/100/1000 LAN card	10/100/1000 LAN card	10/100/1000 LAN card	10/100/1000 LAN card	10/100/1000 LAN card	10/100/1000 LAN card
Backup Device			Dedicated backup device	Dedicated backup device	Dedicated backup device	Dedicated backup device
Additional Software	Virus protection	Virus protection	Remote connection via RAS, VPN, or VNC. Virus protection	Remote connection via RAS, VPN, or VN/C. Virus protection	Remote connection via RAS, VPN, or VHC. Virus protection	Remote connection via RAS, VPN, or VNC. Virus protection
Display Resolution	1024 x 768 pixels	1024 x768 pixels	1024 x768 pixels	1024 x768 pixels	1024 x768 pixels	1024 x768 pixels



EQ2 Product Software Specifications

	HEMS ENTERPRISE	EQ2 WEB REQUEST	EQ2 MOBILE
<p>Five users or less: Server Windows 2003 Server or higher And SQL Server 2005 with latest service pack including licenses for maximum planned users.</p> <p>Desktop Windows 2000, XP, or Vista</p>			
<p>Five users or more: Server Windows 2003 Server or higher And SQL Server 2005 with latest service pack. Single processor license.</p> <p>Desktop Windows 2000, XP, or Vista</p>			
<p>Web Browser IE 6.0 or higher</p>			
<p>Microsoft Internet Information Server (IIS) 6.0 or higher enabled and accessible from Intranet; SMTP Service enabled.</p>			
<p>Pocket PC Mobile (Windows Mobile 5.0) or higher</p>			
<p>Microsoft ActiveSync v4.2 or higher for initial configuration of Pocket PC (available for download via Web)</p>			
<p>Barcode recommendation— Socket Communications Barcode requirement— Pocket PC compatible</p>			

Required:

Decision required:

EQ2 requires the installation of the latest Microsoft Service Packs on both desktops and servers.



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