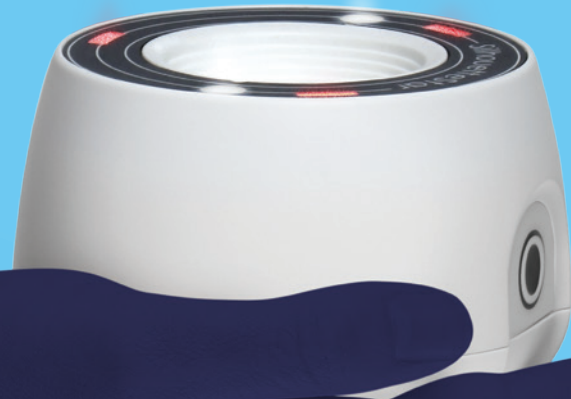


silhouette®  
wound assessment + management

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# Proven services and support

Improving your wound  
assessment and information  
management practices



The ARANZ Medical Service offerings enable our customers to improve their wound care practices and get the maximum benefit from their investment in our proven wound assessment and management system.

We pride ourselves on our ability to build and maintain excellent relationships with our customers on their journey to improving their wound assessment and information management practices.

Our services enable customers to move smoothly through each stage of this journey, from system definition and workflow process mapping, through to deployment, maintenance and information services.

Our Service Level Agreements provide customized service packages to meet the specific needs of each customer, ensuring that we are able to succeed together.







## Project Management

Our Project Management Services assist you to manage the scope, risks, costs and quality of your project at the implementation phase. The ARANZ Medical team works alongside both your Clinical and IT Teams to ensure appropriate resources are assigned and aligned correctly, as well as carefully managing the change for your users at implementation.

“The ARANZ Project Team were great during the start-up phase. They provided clear input when we were making decisions about how to implement the SilhouetteStar system for our trial and worked seamlessly with our CRO on technical integration.”

Anthony Bishop, Project Director, Factor Therapeutics, Queensland, Australia.



## System Implementation

Silhouette is straightforward to setup, but the correct implementation is extremely important. Our Services team provides remote technical support to ensure that your system is configured to the workflow and IT needs of your users, as well as taking your IT security policies into account.

“The ARANZ Medical Services Team worked together with the Trust to develop technical work flows to the Trust’s existing interfacing, which enable the automatic delivery of electronic reports to both Hospital Consultants and the patient’s GP. The ARANZ Medical Services team provided excellent communication and support to the challenges of implementing the Silhouette system across multiple care sectors.”

Tony Rowbottom, IT Project Manager, Derby Hospitals NHS Foundation Trust, Derby, UK.



## Technical Training

The ARANZ Medical Training team will tailor your technical training program to meet your needs and expectations with face-to-face, remote and online training options available. We understand that training is an ongoing process and our customers gain significant benefits from periodic refresher courses and from having access to online training materials when they need them.

“We opted for online training for some of our staff, and that worked well for us. Our users were trained to use the Silhouette system via WebEx presentations, and interactive video skills assessments. By combining the use of these technologies and quality content, our user community became highly competent in using the system after only two sessions.”

Richard Strozewski, Program Specialist/  
Master Preceptor, Louis Stokes  
Cleveland VA Medical Center, USA.



## Clinical Training

Our clinical development specialists work alongside your clinical leaders from the outset to understand and map your existing workflows. Once mapped, our specialists will identify workflow efficiencies that you could gain from Silhouette. The ARANZ Medical clinical specialist will then work with you to develop new workflows, and upon agreement we will undertake clinical training with all of your users.

“ARANZ Medical provided a high level of training to the PAREXEL team along with the site staff during our investigators meeting. The team is now well prepared to use the SilhouetteStar technology in the clinical trial setting.”

Julie-Anne Pinkerton, Project Leader, Parexel International, New South Wales, Australia.

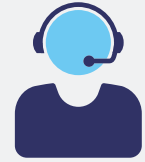


## Data Management

Many of our clinical trial customers have specific curation requirements for their data capture and reporting needs. Our Data Management Service enables our customers to effectively meet their specific data requirements with ease. We also provide an image quality control service to review images as they are captured, giving our customers confidence in the integrity of their images.

“The ARANZ support team were clearly very experienced at technical guidance and at assistance for clinical trials, and were easily able to solve technical issues we had in our study. This support service saved us a lot of time and effort and we were able to easily support the users in a timely manner, and with minimal delay or inconvenience.”

Dr. Yael Katz-Levy, Clinical Project Manager, Mediwound, Israel.



## Service Desk

Our Service Desk provides you with access to a real person to call and talk to if you have questions. See the following tables for details of this service offering to help you decide the level of support that best meets your needs.

“The phone support team are very helpful. Just knowing that any of my woundcare team can pick up the phone and call ARANZ Medical if they need to is reassuring.”

Matthew Callahan, Service Manager, Capital and Coast District Health Board, Paraparaumu, New Zealand.

# Silhouette Support for Clinical Research

**Our clinical research customers can choose from two levels of support – Enhanced and Premium – as outlined below.**

	<b>Silhouette Support Enhanced (Minimum)</b>	<b>Silhouette Support Premium</b>
Level 1 Support <sup>1</sup>	Sponsor/CRO	Support for approved site contacts
Level 2 Support <sup>2</sup>	ARANZ Medical	ARANZ Medical
Priority 1 Respond/Restore <sup>3</sup>	6hrs/12hrs	4hrs/8hrs
Service Desk Hours <sup>4</sup>	8 hours x 5 days (client time zone) Email and phone	24 hours x 5 days (8am Monday NZT to 5pm Friday Pacific Time) Email and phone
Software Updates Provided <sup>5</sup>	✓	✓
Software Upgrade Support <sup>6</sup>	✓	✓
Remote Preventative Maintenance <sup>7</sup>	✗	✓
Data Curatorial Services <sup>9</sup>	Quote on request	ARANZ Medical (5 per month)
Data Transfer Services <sup>10</sup>	ARANZ Medical (monthly)	ARANZ Medical (monthly)
Data Monitoring <sup>11</sup>	Quote on request	Quote on request

1. Level 1 Support – First line of technical support for end users.

2. Level 2 Support – Technical support for Level 1.

3. Priority 1 Respond/Restore – Incidents that prevent the client from using the silhouette system. For example not being able to capture images or sync to SilhouetteCentral.

4. Service Desk Hours – Hours when service desk is manned to respond to telephone calls and email.

5. Software Update Provided – Latest software versions made available for upload.

6. Software Upgrade Support – Hands on support for client upgrade process (includes assistance with planning, configuration, testing, and reducing downtime) .

# Silhouette Support for Clinical Practice

**Our clinical practice customers are able to choose from three different support levels – Standard, Enhanced or Premium – as outlined below.**

	Silhouette Support Standard (Minimum)	Silhouette Support Enhanced	Silhouette Support Premium
Level 1 Support <sup>1</sup>	Customer IT or lead user	Customer IT or lead user	Support for approved site contacts
Level 2 Support <sup>2</sup>	ARANZ Medical	ARANZ Medical	ARANZ Medical
Priority 1 Respond/Restore <sup>3</sup>	Reasonable efforts	6hrs/12hrs	4hrs/8hrs
Service Desk Hours <sup>4</sup>	8 hours x 5 days (New Zealand time) Email and phone	8 hours x 5 days (one time zone) Email and phone	24 hours x 5 days (8am Monday NZT to 5pm Friday Pacific Time) Email and phone
Software Updates Provided <sup>5</sup>	✓	✓	✓
Software Upgrade Support <sup>6</sup>	Reasonable efforts	✓	✓
Remote Remedial Maintenance	✗	✗	✓
Data Reporting <sup>8</sup>	Quote on request	Quote on request	1 predefined report per month
Data Monitoring <sup>11</sup>	✗	Quote on request	Quote on request

7. Remote Preventative Maintenance – Periodic review of connect logs, access trends, storage, syncing reliability trends, auto-email reliability and general maintenance.

8. Data Reporting Services – Support to allow reporting directly from SilhouetteCentral.

9. Data Curatorial – Changes to images and deletion of images and manipulation of other data on SilhouetteCentral after the initial assessment (on request by approved Client contacts).

10. Data Transfer – CSV reports generated periodically from SilhouetteCentral for client to analyse.

11. Data Monitoring – Inspect image and data to ensure wound is adequately captured and measured.

## About ARANZ Medical

ARANZ Medical's wound assessment and limb scanning technologies have pioneered electronic skin assessment for some of the world's largest clinical research and clinical practice companies over the last decade. Based in New Zealand with a subsidiary in the United States, ARANZ Medical offers world leading expertise in the improvement of wound assessment using structured light technologies. Our solutions are used in more than 30 countries, primarily the United States, the United Kingdom, Europe and Australasia. Many large organizations, such as Veterans Affairs in the US, and the National Health Service in the UK have chosen our systems as well as many wound research and development companies. ARANZ Medical is an ISO 13485 certified manufacturer of medical devices.



In 2016, ARANZ Medical was named the Private Sector Excellence Award winner at the World Information Technology and Services Alliance (WITSA) Global ICT Excellence Awards.



In 2015, ARANZ Medical was awarded a United Nations-sponsored World Summit Award recognizing innovations that benefit the development of communities.



In both 2015 and 2016, ARANZ Medical won awards at the AmCham – DHL Express Success & Innovation Awards.

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