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The Business Class of Mobile Services



» ENTERPRISE SOLUTIONS

 **BlackBerry**[™]

Alliance Member

A Successful Print Operation for Medical Instrument Experts

IMSRED, the maintenance and repair team of the medical instrument experts at Integrated Medical Systems (IMS), use Cortado Corporate Server to print their delivery slips on the spot from BlackBerry® smartphones.

Every time a patient undergoes an operation in a hospital, success depends on the operation team's competence, as well as on the efficiency and reliability of the required instruments. This is one of the areas of business of IMSRED, a specialty division of Integrated Medical Systems International, Inc. (IMS®). The company's highly qualified technicians visit the clinics in the largest U.S. cities to check, maintain, repair and, if necessary, replace medical instruments. Once they have checked and repaired the equipment, they must be able to print packing lists in PDF format on site. The printout is required as proof of delivery to the facility manager. Thus, patients and operation teams alike can always count on the quality of the instruments to be used.

About three and a half years ago, IMSRED installed a BlackBerry® Enterprise Server and equipped 235 of its more than 600 employees with BlackBerry smartphones, so they could always be reached via e-mail when out of the office. The only missing feature was the ability to print delivery slips for customers directly on site. This caused valuable work time to be lost and handwritten lists led to misunderstandings. The company's IT specialists searched the Internet for a solution to the problem and found Cortado Corporate Server (CCS).

At the time of the project, Cortado Corporate Server was available in version 2.5. This previous version allowed a user to view and print any document in its original format, such as PowerPoint presentations, and also fax documents, or even send them to a printer – exactly the solution that IMSRED needed.*

The project was completed within three months, with the installation of CCS version 2.5 on BlackBerry smartphones. The most challenging part of the project was to find printers that would work with MPI Tech Bluetooth® printer adapters. Luckily, this issue was quickly resolved. Thanks to CCS and the BlackBerry solution, as soon as the IMS technicians finish their repairs in the hospital, they now go to their van and print out delivery slips in PDF format right on site. The facility manager of the clinic can also initial this delivery receipt without delay.

REFERENCE

Cortado. A Division of ThinPrint
Cortado, as an independently-acting division, combines the total mobile computing competence of ThinPrint GmbH, and offers one-stop mobile business software solutions and professional hosting services for all of today's mobile demands. The services we offer encompass a wide range, from Hosted Exchange and professional e-mail and PIM services with innovative push mail capability, to the truly unique Cortado Enterprise Solutions and Premium Services, which turn mobile devices into fully-fledged workstations. Cortado products, both in-house solutions and hosted premium services, allow you to manage documents and flexibly send them to all established mobile platforms. Security-certified hosting centers in Germany, the United States and the Pacific region guarantee high availability and security for all hosted Cortado services. With the extensive experience of ThinPrint GmbH and its international presence with offices in the United States and Australia, Cortado operates globally. A global partner network supports the international availability of Cortado offerings.

www.cortado.com



Currently, about 30 users have Cortado Corporate Server installed on their BlackBerry smartphones. Advantages: The packing list is stored electronically, and the print out allows the technician to obtain a professional packing slip and also offers proof of delivery. This reduces back-office work and potential conflicts with facilities. It also frees up the technician's time, which in turn increases productivity and profit.

"Cortado Corporate Server has greatly benefited our company in so many ways," says Lee Robinson Jr., Network Administrator at IMSRED. It did away with the handwritten slips, and brought professional packing lists to our customers. It increased productivity and profitability. It also allowed us to standardize pricing and reduce oversights."

Technicians like Fred Wykoff are also satisfied with the solution: "With our BlackBerry devices we could enter an order. Now, with Cortado Corporate Server, we can print! I am able to leave the facility 30 minutes or an hour earlier each day. The solution works great and is pretty simple to use."

Cortado Corporate Server has already paid for itself twice over, giving IMS a high ROI. IMSRED is slowly adding one to two additional users every eight months and all users are provided with the Cortado Corporate Server solution.

* Cortado Corporate Server 3.5 allows a user to access documents on the company network, save documents on the network, and/or manage network directories, all using from a BlackBerry smartphone.



About IMS

The InstrumentReady™ Approach addresses the readiness and the flow of surgical instruments from the central sterile department through the operating room suite, helping to build a bridge between the two. IMS has developed proven programs for instrument care and education, minimally invasive surgical support and central sterile department processes. They focus on instruments so you can focus on patient care and safety. Only IMS, whose origin started in the operating room, can truly offer healthcare facilities end-to-end solutions that ensure that instruments are ready when the surgical team is ready to operate

www.imsready.com

| Facts | |
|------------------|---|
| Customer | IMSRED |
| Sector | Onsite-Repair and Maintenance |
| Project leader | Lee Robinson Jr., Network Administrator at IMS |
| Project goal | Paper invoice and packing slip to customer at time of service |
| Number of users | 30 |
| Project duration | 3 months |
| Servers | 1 Cortado Corporate Server 2.5 SR1 in VMware Session |
| Carrier | T-Mobile, AT&T and Sprint |
| Hardware | BlackBerry smartphones / MPI Tech USB Printer Adapter |



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