



The SIGNET Advantage
**Select Healthcare
and Nurse Call Plan**

(Contains all basic and standard plan entitlements,
plus the below)

Premium Service Labor

Premium Coverage – 24 hours per day, 7 days per week – city, state, federal, and SIGNET observed holidays are included. Emergency service will be provided at no additional charge to the base service fee. Labor for travel time is included under this agreement.

Semi-Annual Security Test & Inspection / Preventative Maintenance

Scope – See SIGNET Advantage – Basic Healthcare and Nurse Call Plan entitlements for the full list of coverage.

Testing Frequency – Testing will be on a Semi-Annual basis; SIGNET will perform an additional Test & Inspection on the client's Healthcare and Nurse Call System.

Quarterly Service Activity Reporting

Quarterly Reports customized to provide actionable insight into the Client's environment and their partnership with SIGNET. Reports will contain quarterly data for all service calls, graphical representations and summary of service call data, SIGNET Savings Account balance and more. The reports will be created and sent on a quarterly basis on an identified date of the month.

Quarterly Strategic Account Review

In tandem with the Quarterly Service Reporting, SIGNET will meet with the client on a quarterly basis to review operational performance, alongside strategic obstacles, or challenges. SIGNET will then recommend future actions for growth or operational improvement.

Client Success Manager

A dedicated Client Success Manager (CSM) assigned to the client account to provide operational, administrative, and service-related support geared toward ensuring the client experience with SIGNET creates a lasting partnership. The Client Success Manager acts as the hub of communication for the client within SIGNET, assuming lead responsibility to drive innovative solutions to various technology problems and ensuring client needs are properly defined and satisfactorily met.

Custom Client Portal

Custom Client Portal – Web based portal designed to provide ON-DEMAND access for client's to request service, review existing service tickets, review historical ticket information and review or download invoices. Client access is limited to identified users each who will receive unique sign-in credentials. Additional portal content includes dynamic dashboards reflecting call volume, call statuses, calls by site and SIGNET Savings Account balances (as applicable).

