



Lifecycle Shield

Safeguard Your Investment While Optimizing System Performance



At Mindray, we value our partnerships and take great pride in providing purpose-built solutions that impact clinical workflow, patient care, staff satisfaction, and change management – all while never losing sight of your bottom line.

Today's patient monitoring solutions are a combination of patient monitoring devices and common IT components. These connected patient monitoring devices can meet the demands of a dedicated hospital environment or the challenges of a complex enterprise solution, shared across a protected healthcare network. Systems typically incorporate third-party operating platforms and software components, as well as proprietary clinical applications and algorithm software. A Mindray Lifecycle Shield agreement protects these crucial elements, putting customers at ease in two ways: 1) Safeguarding the functionality originally purchased via scheduled operating system patching and application enhancements (Lifecycle Shield Basic) or 2) Protecting from system obsolescence with the basic coverage strengthened through continual product development, along with clinical education (Lifecycle Shield Platinum).

Lifecycle Shield Basic and Platinum Level Agreements



Lifecycle Shield Basic provides coverage to ensure sustained peak performance of your Mindray system via access to new operating system patches and application refinements. These include third-party operating systems and software platforms, as well as Mindray applications, algorithms, and interoperability/cybersecurity updates.

- **Operating system patches**, provided by a third-party, fully tested and validated by Mindray, prior to deployment
- **Application/algorithm enhancements** provide refinements to minor system flaws which do not change overall system functionality but may improve important elements like clinical workflow, connectivity, interoperability, and cybersecurity
- **Lifecycle Shield Basic** coverage keeps your patient monitoring platform current, enabling your institution to be positioned to address challenges of unanticipated change, including interdepartmental system expansions, census-based departmental flex-ups and cross-facility integrations



Lifecycle Shield Platinum inclusive of all Basic benefits, plus also incorporates annual application, algorithm, and operating system enhancements. Our research and development team works diligently to develop, validate, and deploy changes to ensure your organizations investment continues to deliver the clinical and IT performance expected, safely and securely.

Valuable features and functionality, not available at the time of initial purchase, can positively impact clinical workflow, improve staff satisfaction, and deliver increased functionality – all while elevating your system to our most current levels of interoperability, capability and cybersecurity protection.

- **Continual product evolution**, providing new or enhanced functionality and clinical workflow improvements including operating system patch deployment to harden your patient monitoring system, third-party software, and network to reduce cybersecurity vulnerability
- **Three full days of superuser clinical training** is standard with every Platinum agreement to facilitate seamless adoption of new feature sets
- **Lifecycle Shield Platinum** coverage elevates your installed patient monitoring system to the most current level of performance offered by Mindray – essentially future-proofing your investment, protecting it against obsolescence

A Mindray Lifecycle Shield Supports Your Healthcare Goals

At Mindray, we are committed to providing our customers and partners with leading-edge solutions that positively impact patient care and make healthcare more accessible. Behind every product offering is a set of guiding factors that add value and make a positive impact.

Cybersecurity Preparedness and Risk Mitigation

- Manage the risk associated with the constant onslaught of cybersecurity challenges by keeping your system current with the latest updates through a platinum agreement to keep up with the latest operating system, application, or interoperability upgrades

Enhance Clinical Workflow and Staff Satisfaction

- Implement the most current system features offered by Mindray, developed for clinicians by clinicians, that provide common usability across the BeneVision platform, streamlining workflows, minimizing learning curves, and allowing clinicians to spend more time with patients

Adaptive Change Management Through Standardization of Patient Monitoring Systems

- Ensure the stability of your patient monitoring investment to take on planned and unplanned departmental expansions, knowing that your patient monitoring solution is ready to adapt to the latest enhancements, newly released interoperability functionality, and best-in-class workflows

Minimize Unplanned Expenditures and Positively Impact Financial Outcomes

- Accurately plan cyclical operating budget through complete transparency of required software system maintenance and system hardware expenses
- Reduce the negative impact of unplanned capital expenditures and undefined operating costs to improve cash flow



Design the Lifecycle Shield that Best Addresses Your Goals

Customizable 3, 4, or 5-year Programs Offering Fiscal Flexibility		
Select Level	Benefits	Lifecycle Shield Agreements are available for the following system components:
<input type="checkbox"/> Lifecycle Shield Basic Includes Mindray-provided OS patching and application refinements	Basic includes: <ul style="list-style-type: none"> • Mindray personnel annually evaluate your solution and provide necessary updates to Mindray applications, algorithms, and operating systems • Travel and labor included 	<input type="checkbox"/> Vital Sign Monitors <input type="checkbox"/> Bedside Monitors <input type="checkbox"/> Transport Monitors <input type="checkbox"/> DMS Enterprise VM, 128 patient capacity <input type="checkbox"/> DMS Enterprise High Availability, 128 patient capacity (2 servers, 1 SAN)
<input type="checkbox"/> Lifecycle Shield Platinum Includes Mindray-provided OS patching and Mindray software solution incorporating all refinements and enhancements with clinical services	Platinum includes: <ul style="list-style-type: none"> • Mindray personnel annually evaluate your solution and provide necessary updates to Mindray applications, algorithms, and operating systems (Lifecycle Basic) • Concurrently installing new or enhanced functionality and clinical workflow improvements • Minimum of 3 days of superuser clinical training* (standard business hours M-F) • Travel and labor included 	<input type="checkbox"/> DMS Enterprise Cold/Warm Redundancy, 128 patient capacity (2 servers) <input type="checkbox"/> Single DMS Enterprise Server, 64 patient capacity (1 server) <input type="checkbox"/> DMS Departmental Server, 32 patient capacity <input type="checkbox"/> DMS Tower, 32 patient capacity <input type="checkbox"/> BeneVision DMS Workstations <input type="checkbox"/> eGateway <input type="checkbox"/> BeneVision CMS Viewer <input type="checkbox"/> BeneVision Mobile Viewer

* Additional clinical education/training is customizable beyond the 3 days offered to best support the goals of your team and institution.

Protect Your System – Invest in a Mindray Lifecycle Shield

At Mindray, we believe the cornerstone of every partnership is trust; trust in a common goal and commitment to a better, healthier future for clinicians and patients alike. We take pride in the advanced solutions we deliver for today's challenging healthcare environment. Let's work together to customize the right Lifecycle Shield to ensure optimal performance for the life of your investment.

To learn more about a custom Lifecycle Shield Agreement for your organization, please call 877.913.9663 to speak to a member of our CARE Team.

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