



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 complex systems of common IT components and monitoring devices connected to both dedicated and shared network infrastructures. These systems typically incorporate third-party operating platforms, as well as proprietary clinical applications and algorithm software. A Mindray Software Maintenance Agreement (SMA) addresses these crucial software elements putting Mindray customers at ease, by either safeguarding the functionality originally purchased via scheduled software patching and updates (Basic SMA) or by protecting from system obsolescence with annual application and operating system upgrades (Platinum SMA).

Basic and Platinum Level Software Maintenance Agreements

Basic SMA provides coverage to ensure sustained peak performance of your Mindray system via access to new software application patches or updates. These include third-party operating systems, Mindray applications, algorithms, and interoperability/cybersecurity updates. Our engineering team works diligently to identify gaps and develop, validate, and deploy changes to ensure your organization's investment continues to deliver the clinical performance expected, safely and securely.

- **Operating system updates** have been fully-tested and validated by Mindray with the intention of hardening your patient monitoring system and network, reducing cybersecurity vulnerability.
- **Application/algorithm updates** 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.
- **Basic SMA** 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.

Platinum SMA, inclusive of all Basic SMA benefits, also incorporates annual application, algorithm, and operating system upgrades.

These software-based 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.

- **Software upgrades** may include new or enhanced functionality, clinical workflow improvements, and new operating systems (as needed).
- **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.
- **Three full days of education and training** is standard with every Platinum SMA to facilitate seamless adoption of new feature sets delivered via upgrades.
- **Customize your Platinum SMA** to protect select high risk devices, server and workstation software or opt for comprehensive coverage across your enterprise – the choice is yours.

A Mindray SMA 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 which serve to add value and have impact.

Cybersecurity Preparedness and Risk Mitigation

- Minimize risk associated with the constant onslaught of cybersecurity challenges by keeping your system current over time with the latest operating system, application and interoperability software updates and 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

- Leverage your investment over time by providing a proactive ability to support both planned and unplanned departmental expansions, new EHR integration and/or enhancements, newly-released interoperability functionality and adoption of best-in-class clinical workflows and applications.

Minimize Unplanned Expenditures and Positively Impact Financial Outcomes

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



Design the SMA that Best Addresses Your Goals

Customizable 3 or 5-year Programs Offering Fiscal Flexibility		
Select SMA Level	Benefits	Software Maintenance Agreements are available for the following system components:
<input type="checkbox"/> Basic SMA Includes Mindray-provided server OS patching and application updates	Basic SMA includes: Mindray application, algorithm, and operating system updates installed by Mindray personnel one time per year. Travel and labor included.	<input type="checkbox"/> Vital Sign Monitors <input type="checkbox"/> Bedside Patient Monitors <input type="checkbox"/> Transport Monitors <input type="checkbox"/> Telemetry Transmitters <input type="checkbox"/> Anesthesia Systems
<input type="checkbox"/> Platinum SMA Includes Mindray-provided server OS patching and Mindray software solution upgrades/updates with clinical services	Platinum SMA includes: all of the benefits of the Basic SMA plus Mindray application, algorithm and operating system upgrades, as needed, one time per year. All outstanding updates will be installed concurrently. A minimum of 3 days of clinical services* (standard business hours M-F)	<input type="checkbox"/> BeneVision Enterprise Redundancy Servers, 128 patient capacity <input type="checkbox"/> BeneVision DMS Servers, 32 patient capacity <input type="checkbox"/> BeneVision DMS WorkStations (Mini-PC) <input type="checkbox"/> eGateway <input type="checkbox"/> SAN High Availability <input type="checkbox"/> SAN Disaster Recovery

* 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 SMA

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 SMA to ensure optimal performance for the life of your investment.

To learn more about a custom SMA for your organization, please call 877.913.9663 to reach our Service Solutions Team.

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