

Project Planning Offerings

Project planning is a useful tool which instills confidence with our customers and also helps to manage their expectations. With a wealth of knowledge and experience, Mortara is a company you can depend on for cardiology solutions that connect to your Electronic Health Record (EHR) system. There are a variety of available services which help to promote project implementation success. Here are some of our most popular offerings:

MORTARA PROJECT MANAGEMENT SERVICES - PART NUMBER 'PRJECG'

A dedicated Mortara Project Manager will be assigned to walk you through every step of your project. During the project process, the Project Manager will provide the following:

- A single point of contact for the customer
- Project specific 'Scope Statement'
- Coordination of project meetings, as needed
- Coordination of implementation, training and go-live resources
- Collaboration with hospital-chosen EHR project team to promote a successful outcome
- Ongoing support consulting
- Project closure meeting with a transition to Mortara Service and Support

ON-SITE INSTALLATION SERVICES - PART NUMBER 'INSECGOS'

Mortara Field Service Engineer (FSE) will travel on-site to configure the cardiograph(s) to the hospital/office network and integrate with the site's chosen EHR. (Subject to EHR compatibility.)

- FSE located on-site for consecutive number of days purchased
- FSE will work with the customer's local IT to network equipment on-site
- FSE will test ability to download the Custom ID, download orders (if feature purchased through chosen EHR), and send results
- Provide troubleshooting as needed to assist with integration testing success

ON-SITE GO-LIVE SERVICES - PART NUMBER 'GOLVECGOS1'

Mortara Field Service will travel on-site to assist Cardiology Account Executive with customer go-live support.

- FSE located on-site for consecutive number of days purchased
- FSE will provide technical go-live support
- FSE will assist with technical troubleshooting, as needed, during go-live

WARRANTY + SERVICE

Mortara Instrument is committed to the highest level of customer support. Please contact us for the program which best suits your needs.

