

# Top 10 Questions

## From Our Camera Conversion Partners

### **Does having a current contract prevent me from changing to a new system?**

No. AngelEye Health will work with you to transition your facility to your new IRIS CameraSystem. We can go live with our technology before your existing contract expires or, if you prefer, at the end of your existing contract. We will coordinate with you to make the process as seamless as possible, minimizing service disruption. It is helpful to know exactly when your current contract expires so we can help you plan the timing of your move to AngelEye.

### **How long will it take to convert from one camera system to another?**

Our average timeline is approximately 8-12 weeks following the receipt of your purchase order and based on the availability of hospital resources. After the initial project kick-off call, we schedule routine clinical and technical calls to ensure the projected go-live target is reached. Our team understands that you are busy; we take some of the heavy lifting off your team by providing clinical templates and technical workbooks to help support your team in completing deliverables in a timely manner.

### **How will I be supported throughout the implementation process?**

Once we receive a Purchase Order, AngelEye will introduce you to a Project Manager (typically a Clinical Specialist) who will coordinate your facility's project kick-off call. In addition to your Project Manager, your implementation team includes a Technical Lead who will work hand in hand with your team throughout the implementation and go-live process. Your AngelEye Account Manager will also be available to support your project.

### **Will families experience downtime during the transition?**

AngelEye Health understands the importance of keeping your families connected. We will do our best to minimize downtime as much as possible with as little interruption for both families and your staff.

### **Which key stakeholders will need to be involved in the implementation process?**

We recommend involving the following internal team members to ensure a smooth transition:

Project Manager if there is not an assigned PM, the primary clinical or IT contact can be the main point of contact.

NICU Manager or Unit Director  
Clinical Super User(s)  
Nurse Educator

Network Admin  
IT Application Owner  
EHR Integration Team Resource  
SSO/Active Directory Resource  
Mobile Device Management Resource  
Biomed/Clinical Engineering  
Security/Firewall

# Top 10 Questions - Continued

## **Do you have additional resources to support my efforts to convert camera systems?**

Yes! AngelEye has a team of 15 NICU nurses dedicated to ensuring your success with our solutions. They assist with project management and implementation, training, and ongoing support. They can partner with you to build a business case to create enthusiasm and buy-in from your executive leadership. We also have a Foundation Guide with tips for successful fundraising, links to foundation and grant opportunities, promotional materials, social ads, event ideas, and even thank you letters to help with fundraising efforts.

## **How much time should I anticipate for staff training?**

AngelEye has created easily accessible virtual training programs to fit your busy schedule and that of your staff. Your Clinical Lead will work with you to determine an optimal training program. Educational sources and modalities support all training to ensure implementation success. Our goal is for your team to feel confident and competent in utilizing the camera technology, as well as consent and set clear expectations for families.

Generally, you can anticipate one hour of super user training and thirty minutes of end-user training before going live.

## **How much will the conversion cost?**

AngelEye Health acknowledges that you've already invested in technology to keep your families connected. We've developed special pricing options for hardware and software and offer a trade-in credit for existing camera hardware. We also know that each unit has unique needs to support staff and families, so we provide consultation to ensure appropriate mounting solutions are presented. We are happy to create a quote for your facility based on the solutions you are interested in and any custom mounting needs.

## **What type of service and support can I expect post-implementation?**

Keeping your system up and running is our top priority. At AngelEye Health, we understand that both staff and parents rely on their AngelEye services to be available when they need them. Our upgraded software includes an embedded Help Center so staff and families can get immediate answers. If more help is required, AngelEye's dedicated, US-based support specialists are ready 24/7 to assist in real-time. We post unparalleled response times, answering most service requests within 6 hours. Our average response time is less than 2 hours, and we aim to close tickets within 72 hours. Our actual time to close a ticket is approximately 12 hours!

In addition, our Customer Success team is also available to ensure our hospital partners' success by sharing best practices and supporting clinical leadership to maintain appropriate staff adoption and satisfaction.

## **How will I know that the AngelEye technology is making a difference in my hospital?**

AngelEye's upgraded platform makes it easy to explore usage data based on each family member's activity on the site. Their unique login credentials allow clinical staff to see when families log in. Select clinical users can access more robust reporting, such as how and when family members log in, how long they spend viewing, and how many messages are sent to family members.