

Your inside look at...

Solutions With Impact™



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Impact Technologies, Inc.

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CUSTOMER CASE STUDY: Union Hospital of Cecil County

Union Hospital is an award-winning, full-service community hospital located in Elkton, Maryland. Nationally recognized for clinical excellence in the treatment and prevention of disease, the 122-bed, not-for-profit hospital is dedicated to providing superior, personalized, quality healthcare. Their mission is to enhance the health and well-being of

residents in Cecil County and neighboring communities by combining the latest technology with the warm, personal touch you would expect from a community hospital.



UNION HOSPITAL

In 2009, after deploying a new HiPath 4000 PBX, Union Hospital turned to DAKS to further enhance their staff's pro-

ductivity and workflow through advanced communications technologies. "Before DAKS, we had several processes that required too many manual phone calls," stated Sandie Newman, Manager of Customer Service & Telecom-

(Continued on page 2)

PRODUCT UPDATES



5.4 Release

Here's a sneak peak at what's new in Traffic Analyst:

- Cisco Network Performance & Capacity Planning. The Network module now offers a rich inventory of graphs and reports for Cisco Unified Communications Manager, in addition to the Avaya, Nortel and Siemens platforms.



- Call Accounting for Cisco, Avaya and Nortel Platforms. Flexible CDR report creation and pinpoint accuracy in tracing calls throughout a network are available beyond Siemens platforms.



7.4 Release

DAKS now leverages Smartphone technology as a tool to collaborate in critical communication workflows. The DAKS Smartphone Access Service allows you to:

- Receive voice notifications, alarms, text messages and e-mails on a single device.
- Handle alarm notifications immediately – even if you are already on a call.
- Respond to alarms and alerts with one of several presented response options.
- Maintain and review logs of all alarms and associated responses.
- Leverage customized application extensions to initiate and monitor complex incident response scenarios from your handheld device.



8.2 Release

If you are rolling out Open-Stage 30 or 15 model phones on your HiPath 4000 network, the latest release of PhoneGuide LIVE! is for you! Leverage PhoneGuide LIVE! to eliminate traditional training logistics hassles and costs. PhoneGuide LIVE! is the simple, effective, web-based solution for training your employees on how to use their new phones - right from their desktop! And, it includes faceplate printing since the 30 and 15 models have paper labels!



CUSTOMER CASE STUDY: Union Hospital Continued

munications. “We worked closely with Impact to deploy new automated processes that have made us much more efficient.”

Stroke Team Alerts

The initial task was to optimize the Stroke Team process. When a potential stroke patient is inbound to the hospital, Union Hospital wanted to minimize the response time to notify the appropriate staff and assemble a response team. Before DAKS, a pre-dialer would call each of 17 numbers (internal extensions and cell phones) but an operator would speak to each contact and then process the next call. This process could take up to eight minutes.

With DAKS, an operator simply dials one phone number, records a message with the pertinent information (such as “Attention.

the overhead paging system. If a line is busy or unanswered, DAKS automatically retries the number after 15 seconds. “We use the new Stroke Team alerts several times a day. It is less work for our operators, so they can move on to addressing other calls, and it assures that all our team members are notified as quickly as possible,” Newman added. “Afterwards, we also use DAKS to issue the all clear message.”

SMART Team Conferences

Union Hospital is also leveraging the automated conferencing features of DAKS for their SMART Team. Within each unit, there is a red phone. If a nurse encounters a patient whose health is failing quickly, the nurse may pick up the phone and automatically initiate a conference call

among ICU, nurse supervisor, ICU manager and respiratory therapist. The team collaborates on the situation to determine if the patient should be immediately moved to ICU. This process empowers the nurse to elevate the care of the patient on demand.

Bed Tracker

In March 2010, DAKS became an integral part of the new process to eliminate multiple phone calls and manual processes to locate a room for an admitted patient. A bed coordinator

picks up a phone, dials a number and the housekeeper and charge nurse for the designated department (such as maternity, psychiatric, pediatrics) plus the admissions staff is notified to check the Bed Tracker system. Each staff member performs their duties and when the room is ready, the housekeeper updates the system. One call instead of many, and the patient is in his room much quicker.

For Union Hospital, the DAKS deployment was a true partnership. “Impact Technologies has been wonderful to work with and very proactive,” Newman proclaimed. “Unlike many vendors, their team didn’t drop the ball after the sale. They contacted me after the installation, and with their expertise, we implemented additional applications as part of our priority to remain committed to the high quality of care. Any time I have a question, Impact is ready to help.”

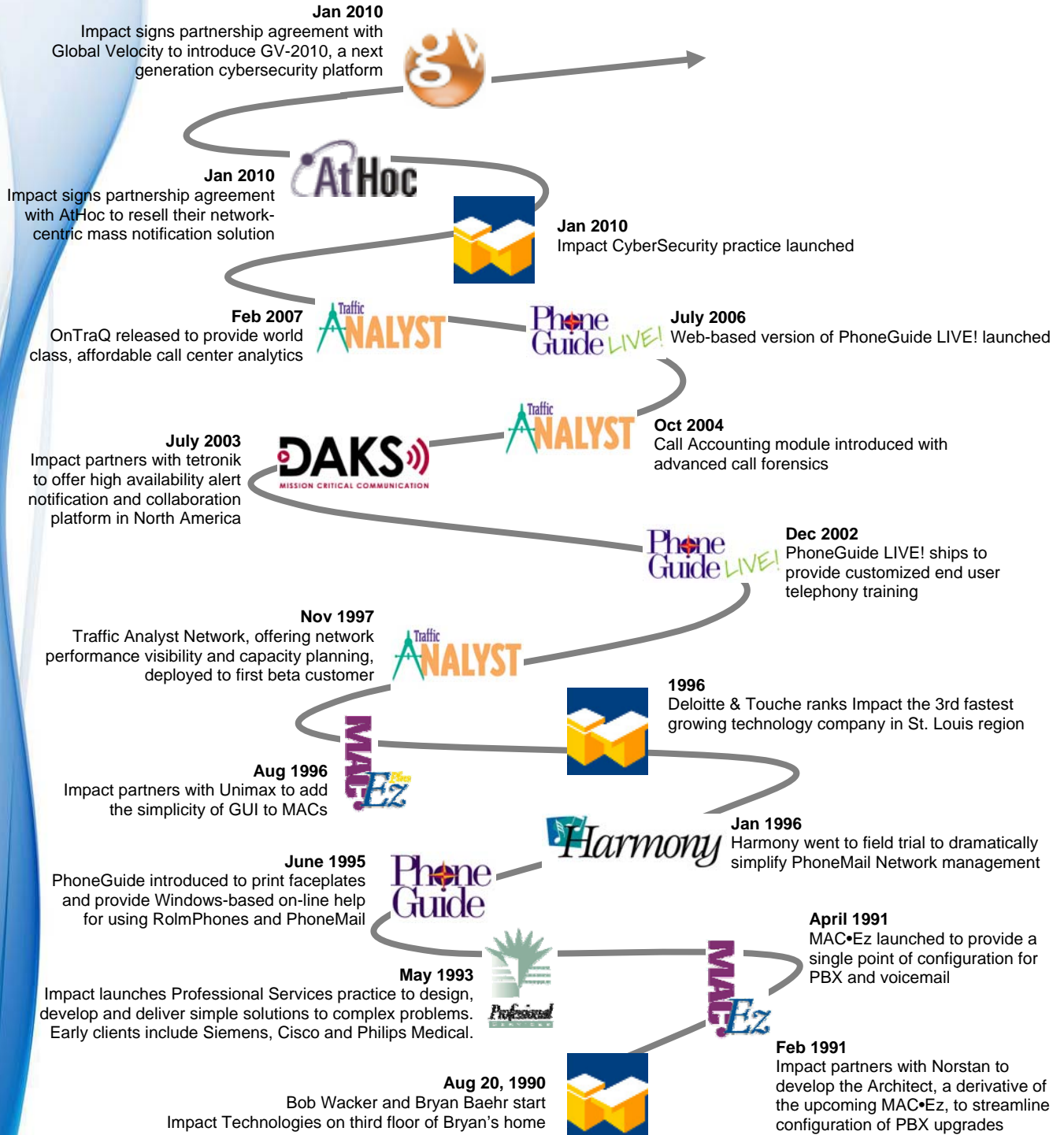


Stroke Team Alert. Emergency Room 5. ETA 10 minutes.”) and DAKS automatically calls each contact in parallel, in addition to broadcasting the message to

What can we do that will have a significant positive impact on your success?

HAPPY BIRTHDAY IMPACT TECHNOLOGIES!

As Impact Technologies celebrates 20 years in business, we are taking a look back at some of our key milestones. For our long-time customers, we thought you would enjoy a walk down memory lane with us. For our new customers, we hope you learn a bit more about our history and what made us what we are today.





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Solutions With Impact™



CUSTOMER SERVICE

Interested in driving additional value from one of our products after you've purchased it? Call us today to learn more about our training opportunities. We'd be happy to delve into topics of interest, or simply answer one or two questions you may have.

*Customer Service Help Hours
are 8:30AM CT to 5:00PM CT
Monday — Friday.*



MEET IMPACT

Bob Wacker is one of Impact's original team members. He and Bryan Baehr founded Impact Technologies, Inc. in the summer of 1990. Bob holds a BS degree in Computer Science and post-graduate work in Electrical Engineering from the University of Missouri – Rolla. Bob and his wife Jan have three sons – Bob, Brian and Matt – who are a financial advisor, an attorney and an MBA student respectively. He and Jan are also proud new grandparents of Ellie who is the first little girl in the immediate family and is destined to be spoiled by her grandmother.

IMPACT CYBERSECURITY NEWS



Impact CyberSecurity Offers AtHoc IWSAlerts™ Network-Centric Mass Notification & Emergency Communication System

During emergencies, it is critical to quickly and accurately notify all personnel of threats, provide instructions and be able to assess in real-time the status of all personnel. To effectively and instantly reach a mass audience as well as targeted individuals and groups, many organizations and higher education and military facilities now rely on one of their most pervasive assets – the IP network.



AtHoc IWSAlerts incorporates enterprise-class capabilities to manage the emergency notification process across the entire organization. Using a web-based console, operators from any location in the organization can activate alerts to virtually any device, track responses and view accountability reports. Automatic notifications can be triggered by physical sensors and data feeds. Notification processes can be defined to support both enterprise-wide and individual facilities' needs.

“We are proud to offer AtHoc IWSAlerts as part of the Impact CyberSecurity line of products and services. AtHoc is the pioneer and recognized leader in providing enterprise-class, network-centric emergency notification systems to military, government, education and commercial organizations. Our clients depend on Impact to provide market-leading safety and security technology,” said Tom Rohlfing, President of Impact CyberSecurity.



For additional information on our Impact CyberSecurity products and service offerings, please call 314.743.1415.