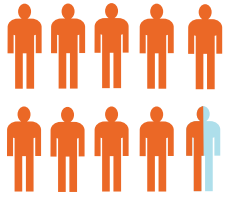


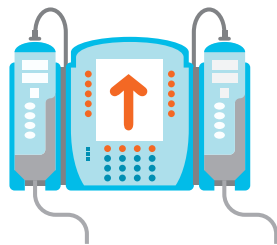
# Software Management Services

Software Management Services (SMS) is an Alaris™ support offering that helps hospitals gain the full value and benefits of the Alaris System. Customers have used SMS to help improve clinical practice and patient care. As shown through third-party surveys and case studies, SMS has positive impacts on optimizing use of the Alaris system. In fact, 90% of customers are likely to recommend an Alaris system with SMS.<sup>1</sup>

## The Knowledge Portal for infusion technologies is an essential part of SMS



**95% of customers** found it valuable.<sup>2</sup>



**88% of customers** found it helped them increase their Guardrails™ compliance.<sup>3</sup>



**85% of customers** reduced their nuisance alarms by using its alarm data.<sup>4</sup>



**61% of customers** who previously lacked access to infusion data increased their facility's Guardrails compliance by **11% to 20%**.<sup>5</sup>

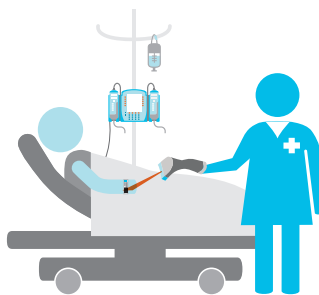
*“The Knowledge Portal for infusion technologies has greatly increased our Guardrails compliance and helped improve communication between nursing and pharmacy regarding best practices as well as drug library setup.”<sup>6</sup>*

**Katie O'Donnell**  
Pharmacist, HCA Healthcare



### Software upgrades

**95% of customers** agree that software upgrades included in SMS provide value for their facility.<sup>7</sup>



### Patient safety and clinical practice

**57% of customers** find that the Alaris SMS helps to improve patient care.<sup>8</sup>

**65% of customers** find that the Alaris SMS helps to improve clinical practice.<sup>9</sup>



### Clinical infusion data consultant

**78% of customers** have found that BD clinical infusion data consultants have helped them evaluate patient safety practices, monitor adherence to facility guidelines and/or support compliance efforts.<sup>10</sup>

#### References

<sup>1</sup> TechValidate. BD/CareFusion Alaris customer satisfaction. TechValidate Web site. <https://www.techvalidate.com/tvid/FBB-314-446>. Published October 31, 2016. Accessed January 24, 2017. <sup>2</sup> TechValidate. BD/CareFusion Alaris customer statistic. TechValidate Web site. <https://www.techvalidate.com/tvid/6AD-993-4D2>. Published October 13, 2016. Accessed January 24, 2017. <sup>3</sup> TechValidate. BD/CareFusion Alaris customer statistic. TechValidate Web site. <https://www.techvalidate.com/tvid/4D2-9E2-AEB>. Published October 27, 2016. Accessed January 24, 2017. <sup>4</sup> TechValidate. BD/CareFusion Alaris customer statistic. TechValidate Web site. <https://www.techvalidate.com/tvid/807-C11-D66>. Published October 27, 2016. Accessed January 24, 2017. <sup>5</sup> TechValidate. BD/CareFusion Alaris customer statistic. TechValidate Web site. <https://www.techvalidate.com/tvid/9ED-F56-CA9>. Published October 14, 2016. Accessed January 24, 2017. <sup>6</sup> TechValidate. TechValidate Content Library. <https://www.techvalidate.com/tvid/F8B-43E-CD4>. Published December 9, 2016. Accessed January 24, 2017. <sup>7</sup> TechValidate. BD/CareFusion Alaris customer statistic. TechValidate Web site. <https://www.techvalidate.com/tvid/C30-4EE-B9A>. Published November 3, 2016. Accessed January 24, 2017. <sup>8</sup> TechValidate. BD/CareFusion Alaris customer statistic. TechValidate Web site. <https://www.techvalidate.com/tvid/30E-OCA-370>. Published October 27, 2016. Accessed January 24, 2017. <sup>9</sup> TechValidate. BD/CareFusion Alaris customer statistic. TechValidate Web site. <https://www.techvalidate.com/tvid/405-EC5-B24>. Published October 27, 2016. Accessed January 24, 2017. <sup>10</sup> TechValidate. BD/CareFusion Alaris customer statistic: Clinical infusion data consultant customer satisfaction. TechValidate Web site. <https://www.techvalidate.com/tvid/63A-7BA-611>. Published October 17, 2016. Accessed January 24, 2017.

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