

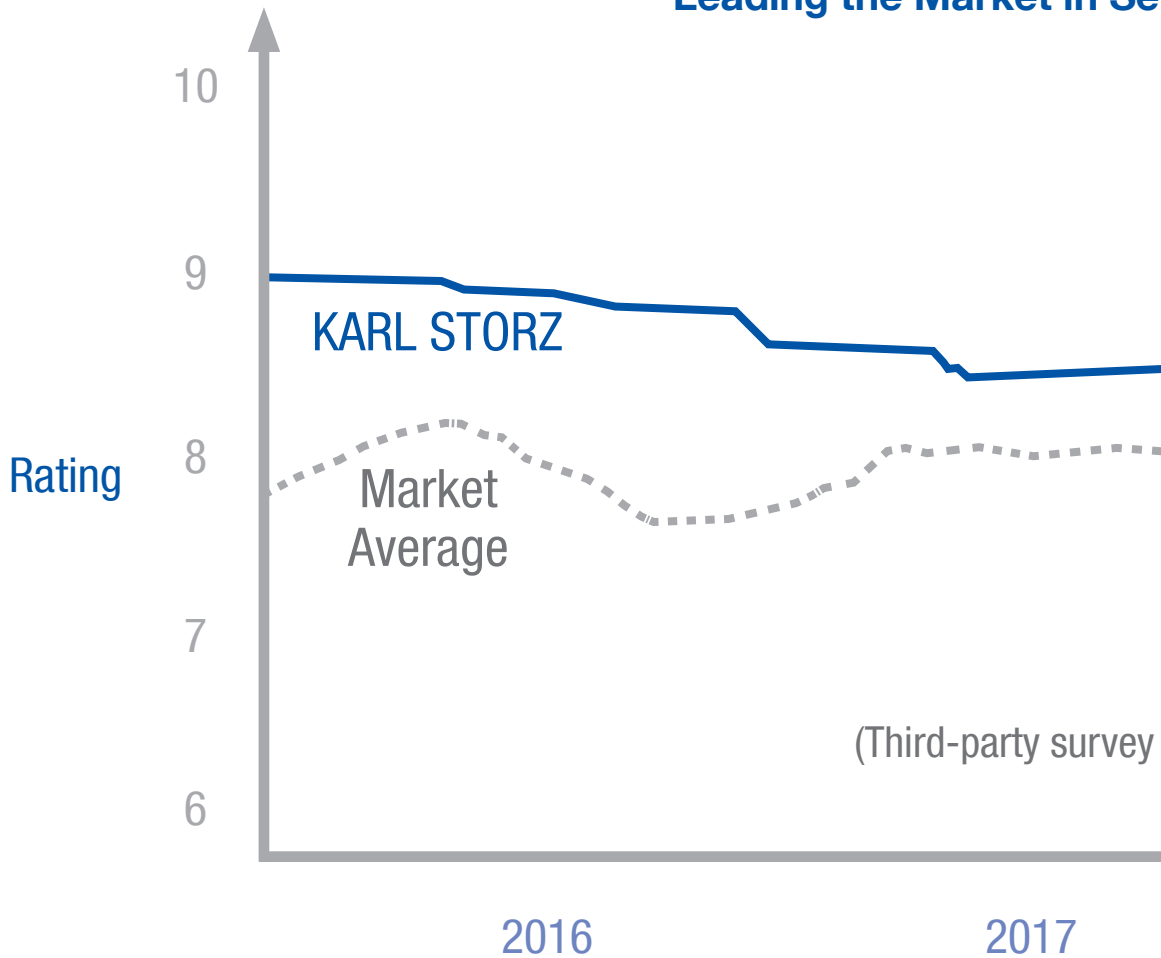
A World of Protection

Surrounded By Service



A World of

Leading the Market in Se



Ranked FIR

User satisfaction rated 8.9

#1 In Service Response Time



#1 In Service Repair Quality

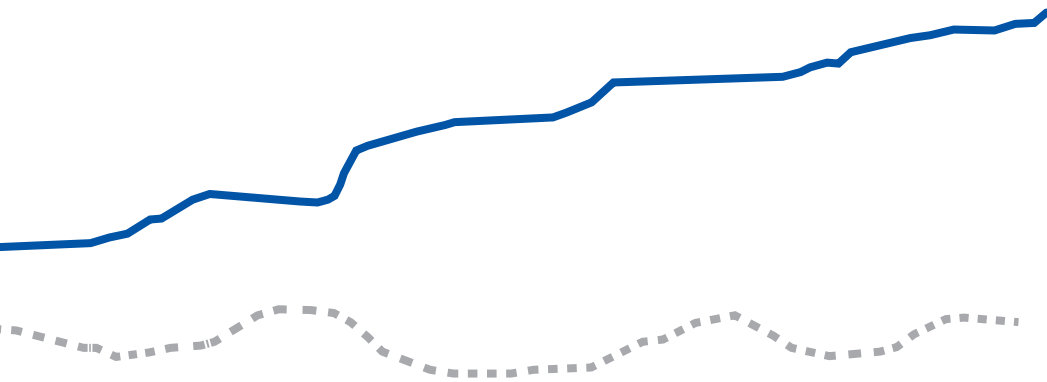


#1 In System



Protection

Service for 5 Years Running



(results available upon request)

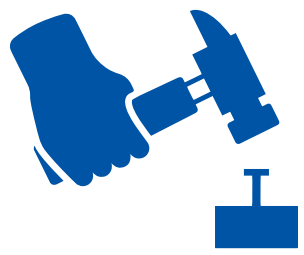


ST Overall* out of 10 for all categories

Reliability



#1 In Installation Satisfaction



#1 In Training Satisfaction



* MD Byline user satisfaction ratings Q4 2019

Promoting surgical education for the evolution of MIS is our founding pillar. Surrounding our OR customers with educational opportunities is what we do. When adopting MIS techniques or OR technologies, KARL STORZ will fully support you.

On-Site Training

Once the room goes live, the KARL STORZ concierge team is available for on-site training to ensure staff members feel comfortable taking control of the OR. User manuals and quick reference guides support all on-site training activities. The entire concierge TEAM remains available to ensure success, and is truly a “local team,” not remote — your partner in perfecting surgical outcomes.

BioMed Training

Hospital BioMed teams at times want to take responsibility for the Tier 1 support of integrated ORs. KARL STORZ offers a 2-day course to equip the BioMed team with the necessary tools and knowledge resources to troubleshoot and repair integration platform issues.

IT Training

Our team of IT specialists are available for remote support of all KARL STORZ IT infrastructures. Through their remote access, they can assist in ensuring that IT administrators are well-versed in supporting the KARL STORZ appliances deployed across the enterprise.

a World of Education

Ranked FIRST in Training Satisfaction*
6% Higher Than Any Competitor.



* MD Byline user satisfaction ratings Q4 2019

Integrated ORs have typical life spans of 5-7 years. To help ensure that your investment runs without fail and keep rooms maintained and protected, we have the right programs to meet your needs.

Peace of Mind: Complete Support

This comprehensive package offers the highest level of investment protection covering unlimited service visits by a trained technician, unlimited coverage of integrated OR system components, and annual preventative maintenance visits, included to maintain your investment. Your Annual Cost of Ownership with our integrations systems and total protection package is 3% lower than our nearest competitor's, making our systems the clear choice for years to come.

Distance Eliminated: Secure Remote Support

Connect instantly when you need us! Secure, faster support and software updates at the touch of a button, minimizing the need and hassle of getting someone on site to troubleshoot issues that can be supported remotely.

At your Service: On-site Endoscopic Specialists (OES)

A certified, dedicated KARL STORZ representative located in your facility full time. The OES protects equipment by performing daily equipment maintenance and providing immediate KARL STORZ support in the OR and SPD. Focusing on problem prevention and not just problem solving, the OES keeps instrumentation like new for every patient, every time.

Alert-Ready: Know about Critical Failures in Seconds.

STREAMCONNECT®'s BioMed Dashboard monitors device health and alerts you to critical failures so you know issues exist before the clinicians do, saving significant downtime costs in OR time. Utilizing intelligent monitoring algorithms, STREAMCONNECT® sends text message alerts to BioMed and/or KARL STORZ on-site technicians when detecting a critical failure in an OR within 10 seconds.

a World of Protection



With over 70 years of experience, we know business success takes a team. We have dedicated OR integration engineers ready to serve you.

Sales Executive

The KARL STORZ Sales Executive is the team quarterback, ensuring that all available resources are at the account's disposal. With unprecedented market experience, the Sales Executive is a knowledgeable extension of your hospital family.

Sales Engineer

Your KARL STORZ Sales Engineer is a technical consultant, an expert in integrated OR and network infrastructures, providing consultative recommendations for achieving your long-term vision.

Customer Success Manager

Our dedicated Customer Success Manager leads each integrated OR installation. This expertly trained team leader ensures that the unique KARL STORZ 8-step Installation Process is executed in a timely, professional manner.

Product Specialist Installation Team

This team is certified in Audio/Visual signals, cables, connections and infrastructures. With competencies in AV and IT platforms, they take pride in their market reputation for timely, professional installations.

Technical Support Team

1-800-421-0837 is the fastest way to reach KARL STORZ 24 hours a day, 365 days a year. Technical Support professionals with over 150 years of combined experience service North America remotely. And with expertise in Clinical Instrumentation, Biomedical Services, Video, Integration, and Remote Diagnostics, this team can answer all of your most pressing questions.



A person is seen from the side, holding a large bunch of red balloons. The scene is set on a beach at sunset, with the sun low on the horizon, casting a warm glow over the water and sand. The sky transitions from a deep blue at the top to a bright orange near the horizon. The balloons are clustered together, and their strings are visible. The overall mood is peaceful and celebratory.

a World of Support: Concierge Team

With 6,500 installed operating rooms in the United States and over 100 integration specialists and field service technicians, KARL STORZ has the experience and implementation process to bring your operating room to life and ensure you never miss a day of surgery.

Design and Quoting

Your surgical account executive and sales engineer consult on technologies to create a custom-tailored integration solution.

Design Review

Your Concierge Team reviews site-specific drawing and installation plans with IT, hospital Project Managers, architects and equipment planners.

Installation

Product deployment specialists install your operative suites. No third-party labor is used, only highly trained integration experts.

Training

Your account executive, sales engineer, and project manager train staff on how to operate every aspect of the system.

Service and Support

A robust structure of remote support, on-site technicians and regional service techs ensure you never miss a day of surgery.





a World of Value*

Ranked FIRST in Installation Satisfaction

*Most value is experienced through a full service contract

More than
75
Years

*Shaping the Future
of Endoscopy with you*

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STORZ
KARL STORZ—ENDOSKOPE

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