



Patient Security System Newsletter

HUGS—PEDZ—PASSPORT

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The IMS Advantage

I have the privilege of visiting many of you onsite. Sometimes I hear inaccuracies floating around regarding the “End of Life” for Patient Security Systems. Wanting you to have every advantage possible, I asked our Service Manager, Dave Robinson, to speak to these issues. Please give this entire letter a careful read and do not hesitate to contact us directly with any questions. We enjoy hearing from you.

~Jeff Smalla, Manager of Corporate Training

Dear IMS Customer,

As you should have heard by now, Stanley Healthcare has announced the end of life and support of their LonWorks (Hugs) Patient Security systems as of August of 2024. This requires replacement of those systems by that time. If IMS has not already, we will be providing you with a replacement solution soon.

Secondly, we also want to make sure you are aware that Stanley Healthcare chose to terminate their partnership with IMS as of October 2019. As of that date IMS can no longer sell new Stanley Patient Security Systems, but are fully authorized to sell consumables (tags and bands) and provide support of your Hugs system until the expiration of your current Stanley Software Maintenance Agreement (SMA) that was purchased through IMS. (The SMA is what allows for future software releases to be installed if/when they become available.) Your Hugs system will continue to function as normal without renewing the SMA, but IMS does recommend keeping this current in the event security patches are released at some point in the future that you may want

installed. Upon expiration of your current SMA, which date we can confirm for you, two things will happen:

One, IMS will no longer be able to supply you with the consumable items. At that time we will provide you future ordering information.

Two, IMS will not be able to renew your system SMA on your behalf. Again, we will provide you future ordering information.

Despite the above, **you as the customer have a choice** from whom you wish to obtain the technical and user support for your System. IMS is fully capable of supporting your system (except for the above items) if you would rather stay with IMS than switch to another Stanley partner that will be assigned to you.

The advantage to staying with IMS for support is that in almost all cases,

1. IMS installed your system and knows how it was designed to operate.
2. IMS has the complete service history of what adjustments have been made to optimize its's functionality and over the years have developed all of your systems' documentation.
3. A new partner would not have any of that information and would be starting completely over when it comes to knowledge of the system certainly affecting response times to issues.

We do realize that staying with IMS for support creates a challenge as you will have to deal with two parties, one for the consumables and the SMA, and one for the support. However, we hope that you have been pleased with the service and support that IMS has provided you and that you elect to work through this with us until your system is replaced.

Should you elect to stay with us for sup-

port, the cost for the next renewal of your Support Agreement with IMS will reflect a deduction for the SMA fee. So even though you may be ordering items from two different vendors your cost will not change (except for any inflationary related cost increases in our Support costs).

In summary, what can you expect from IMS for ongoing Hugs Support and what changes will you see?

What IMS will be able to provide you until replacement of your system:

1. 24/7/365 Support for your system and staff, as we always have
2. IMS will continue backing up all your system information
3. Monitoring your system every month
4. Making adjustments as needed
5. Following up with you to make sure there are no problems
6. Providing system/user alarm reports
7. Providing onsite annual testing and
8. Onsite refresher training for staff
9. Provide replacement spare parts for any system failures

What IMS will not be able to provide upon expiration of the current SMA:

1. We will not be able to provide consumables or renewal of the SMA for your system.

Thank you for being an IMS Customer and I hope that you will allow us to continue providing you with the same level of Support you have come to expect from us. I hope that this helps clarify any misinformation you may have heard, but if there are any questions regarding ongoing Support please contact us so we can provide you with accurate information. Have a great day.

Sincerely,
David Robinson | Service Manager
(800) 968-3135