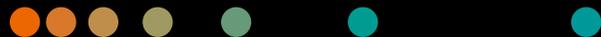


FlexForce[®] Solutions



About FlexForce® Coach



*FlexForce® Coach is a comprehensive staff development and individual performance consulting solution provided by experts from Siemens Healthineers. Our expert coaches work side-by-side with you and your staff to help **standardize and optimize lab processes and system operations, develop staff skills and competency, and improve the quality and efficiency of your lab.***

Performance Coaches are Siemens experts that go onsite to help support:

- Standardization and best practices
- System workflow optimization
- Operational efficiency
- Staff competency



Engagements may span 6 weeks to several months to deliver a holistic solution and lasting value.

FlexForce[®] Coach:

A comprehensive, expert-led solution for staff development and performance consulting—**customized to align with customer needs**

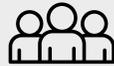
Organizational Challenges



Implementation Coaching



Transition Management



Increasing Financial Performance



Training and Competency Management



Improved Productivity



Solutions



Onsite technical consulting to optimize solution and workflow processes to achieve customer KPIs

Help managers prepare their team for the transition to new equipment and processes

Onsite technical consulting to optimize inventory management and menu mapping to reduce cost and waste

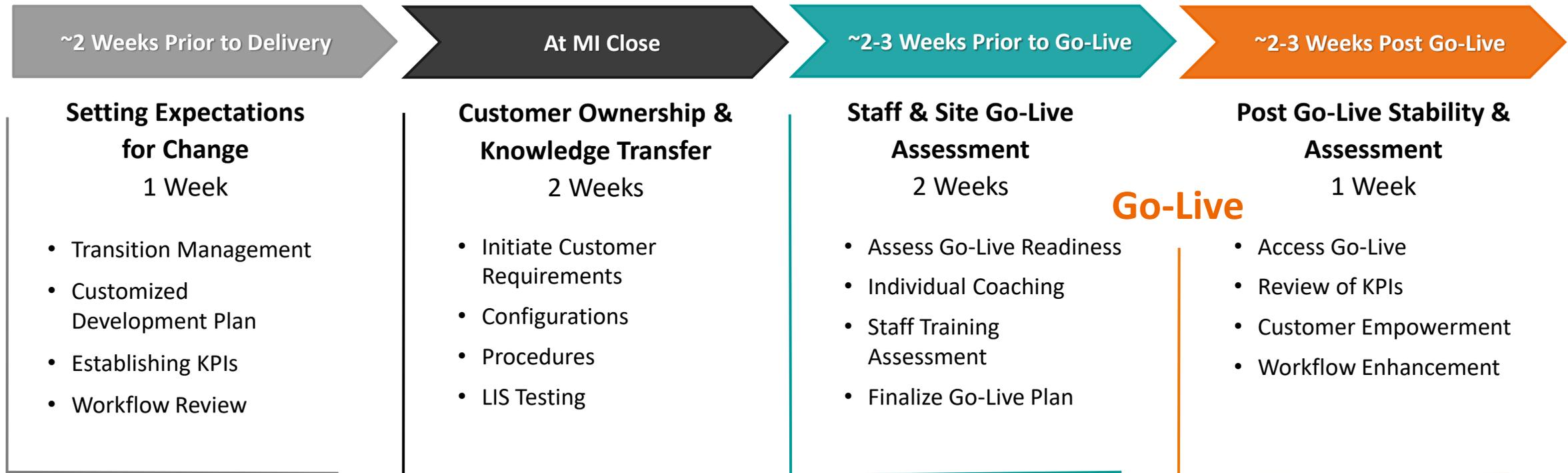
Provide individual performance consulting to assess staff and overall site go-live readiness

Maximize IT features to reduce tech intervention, reduce administrative processes and improve turnaround times

FlexForce® Coach:

A comprehensive, expert-led solution for staff development and performance consulting—**customized to align with customer needs**

Continuous Touchpoints



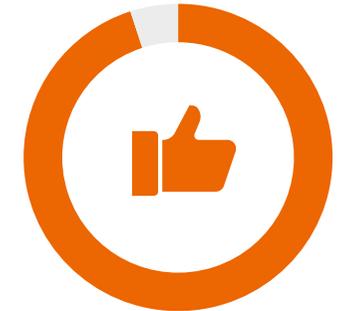
- Each engagement tailored to address specific challenges for each lab customer
- Weekly meeting and reports to lab management
- Focus on continuous improvement initiatives to deliver lasting impact
- Complimentary to existing HCS, Applications and PM processes

Customer Responses to FlexForce® Coach for LD

“ Siemens Coach is very knowledgeable and has been a tremendous resource to be able to turn to for assistance, education, guidance and for helping to steer and escalate issues. ”

“ I feel that the staff has gained valuable information and training that they didn't have before. As each individual's experiences and the challenges they face can be different, having the FlexForce coach who could spend individual time with each person and address their questions and concerns was of great value. ”

“ Improving our turn around time was the biggest improvement and very glad we were able to see such improvement. ”



95% NPS

Would be willing
to recommend to
a colleague

About FlexForce® Start-Up Tech

*Recognizing that the ramp-up period during a new system integration and transition process can be critically important in sustaining these care and value objectives, we are proud to introduce the FlexForce® Start-Up Tech—a workforce solution designed to be **immediately impactful to the customer mission of delivering Care & Value.***

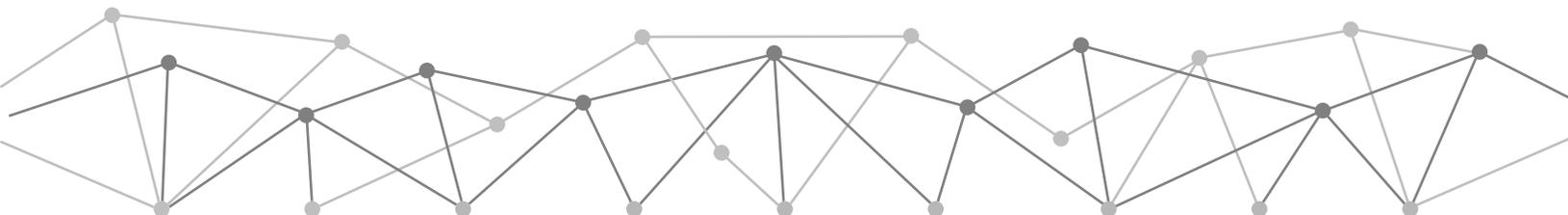


FlexForce® Start-Up Techs are fully-trained technologists onsite to help support:

- Training staff to facilitate transition to new instrumentation
- System workflow optimization



Full-time (up to 40hrs/wk.) for 2+ consecutive weeks during new system integration period.



FlexForce® Start-Up Tech:

A workforce solution designed to be **immediately impactful to the customer mission** of delivering care and value

Responsibilities

- Training and coaching routine operation of the instrument
- Loading and processing QC, calibrations, and patient samples
- Preparing reagents, calibrators and QC
- Scheduled maintenance procedures
- Loading reagents and consumables
- Routine troubleshooting



Technology Adoption

Optimizing workflows and meeting productivity needs starting day 1.



Technology Integration

Easing transition with personnel trained during conversion to new technology



Optimized Outcomes

- Balancing of day-to-day operations and new system integration
- Immediate impact
- Accelerated return-on-asset investment



FlexForce® Start-Up Tech:

A workforce solution designed to be **immediately impactful to the customer mission** of delivering care and value

Customer Concern #1

“ It is extremely important that I don't feel abandoned while getting familiar with my new equipment. ”

Customer Concern #2

“ I need immediate support for speeding up clinical operations. ”

Customer Concern #3

“ I just invested heavily in these new Siemens systems, and I need to realize some ROI as soon as possible. ”

About FlexForce® Tech

Our FlexForce® Tech program portfolio of services is specifically developed to align, evolve with and accommodate those key care, operational and financial objectives driven by your facility's investment and utilization of Siemens Healthineers technology.

Comprehensive OEM trainings equip our techs with the in-depth knowledge of analyzers and applications necessary to perform quality testing from week one.



FlexForce® Techs are fully-trained licensed technologists onsite to help support:

- Specific workforce challenges
- Staffing shortages
- Staff competency
- Workplace efficiency



Engagements available for 13 weeks or longer.

FlexForce®: Boost your organizational outcomes with our experts working by your side

FlexForce Coach

Comprehensive Staff Development and Performance Consulting Solution

Engagement: 6 weeks to several months



Transition management, establishing KPIs, workflow optimization

Staff and site go-live assessment and post go-live stability assessment

FlexForce Start-Up Tech

A System Integration Workforce Solution

Engagement: Up to 40hr/wk. for 2+ weeks



Training and coaching staff

Facilitate transition to new instrumentation

FlexForce Tech

Address Specific Workforce Challenges and Support Organizational Needs

Engagement: 13 weeks or longer



Certified, highly skilled laboratory professionals

Trained and supported by experts from Siemens Healthineers

Thank you.

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