# Service 360®

## Experience a new level of service

**SOFTWARE** SOLUTIONS

HAEMONETICS®
*THE* Blood Management Company

# We call it Service 360®
# You'll call it amazing

**The Service 360 brand initiative exemplifies the goal of the Haemonetics Software Solutions team to achieve and convey our commitment to our customers by delivering a positive service experience during every customer interaction.**

**We want every communication to reflect our genuine interest in you and your professional responsibilities. We believe that working together, we can make a difference in your ability to deliver the highest level of quality care.**

## Total Commitment

Behind the Haemonetics' Software Solutions Team are professionals who understand healthcare information systems. You may hear them referred to as "Team 360".

Every Team 360 member is empowered and entrusted to deliver our service brand. Each of us takes responsibility for exemplifying, supporting and advancing the principles of the Haemonetics service brand, quality policy and Global Focus.

Successfully installing software and integrating systems that meets your needs is a process that requires care and attention to detail during every step.

As your organization moves from the sales process through the implementation process to post go-live customer support, we are here to listen, and we value what you have to say. From our perspective, we are more than your vendor; we are your partner, here to support you in the delivery of quality healthcare.

## Service 360
## Everything we do revolves around you.

# Haemonetics Service 360 Principles

## Reliable

Team 360 members will exhibit determination and focus while consistently providing proper guidance and solutions.

## Proficient

Team 360 members are educated and inspired professionals who are driven to provide solutions that meet or exceed expectations.

## Ethical

Team 360 members will provide solutions with a high degree of integrity.

## Accessible

Team 360 members are available and approachable to provide solutions 24 hours a day, 7 days a week.

## Empathetic

Team 360 members understand and identify with communicated perspectives and needs to provide appropriate solutions.

## Responsive

Team 360 members are empowered to respond to every interaction in an efficient and timely manner.

**Our Service 360 Policy**

**Team 360 members must always project a favorable image of our Company, while striving to elicit a positive emotional response during every interaction, by living the philosophies embodied in our Global Focus and Service 360 Characteristics.**

**Our service goal is to engage, respond, and exceed your expectations.**

## Imagine...
## Service that actually meets your needs
## You don't have to imagine it - Experience it
## Haemonetics' Service 360

As a global leader in Blood Management Solutions and healthcare information systems, we realize the contributions our products can make in the success of quality care.

The Haemonetics Software Solutions staff is committed to providing effective communication and professional expertise during every interaction, to assist you with your mission-critical applications and support you in delivering quality healthcare.

**Completely focused on your world**

**United States**
Global Med Technologies, Inc.
A Haemonetics Company
+1 800 996 3428
www.wyndgate.com

**Europe/ME/Asia**
INLOG S.A.
A Haemonetics Company
+33 (0) 478 66 53 53
www.inlog.com

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