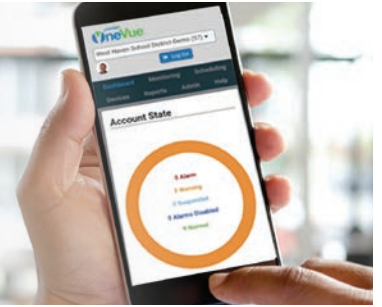




# Primex OneVue Sense™ Preferred Plan



## Guaranteed Asset Monitoring Success

The Primex OneVue Sense Preferred plan provides hands-on service that will assist in every aspect of setting up your environmental monitoring solution. With this OneVue offering, you'll get it all: clinical-grade devices, hardware assurance and full software support. Our commitment to customer success assures you'll consider us an extended part of your team. – **Our Team is Your Team**

## Automate Your Monitoring and Data Logging With Full Primex Support

- Minimize staff burden to focus on critical responsibilities such as patient care, building maintenance, and operational efficiencies
- Stay compliant with regulations from the CDC, TJC, DNV, and more
- With the data at your fingertips and the ability to monitor and report from any device, take comfort knowing your information is readily available and secure
- Primex ensures all of your hardware and software remains up to date and optimizes your account to let you focus on critical tasks, like responding to alerts and reviewing reports



Protect  
Valuable Assets



Maintain  
Compliance



Eliminate  
Manual Recording



Maintain  
Comfort



Prevent  
Loss and Damage



Access  
Data Remotely

## The Primex OneVue Sense Preferred Plan

With the Primex OneVue Sense Preferred plan, your facility will receive the highest level of service that enables us to guarantee your success. You will have full support from a Primex expert who will provide proactive alert trend management and recommendations that will optimize your usage of OneVue. Also included in the Primex OneVue Sense Preferred plan is:

- Exclusive upgrades, like Active Directory Integration (Single Sign-On)
- Two sessions per year where Primex experts coach your OneVue Administrators on:
  - Account usage
  - Optimization and training opportunities
  - Updates to accommodate changes in regulations or your facility's goals
- Staff training sessions for alert resolution timing, report review, and account mapping to ensure all settings, such as naming conventions, organization, and report notifications, remain correct after any on-site changes

## Preferred Onboarding

During onboarding, we will ensure minimal interruption of your day-to-day operations. Throughout training and onboarding, the Primex team is committed to:

- Assessing your goals, structure, and system operation
- Providing data entry and recommendations for optimizing your account
- Training using real-world examples
- Granting access to recorded training sessions for unlimited use

“ We placed a sensor on our central fill refrigerator and ironically, within a few days, your system notified me that our refrigerator was out of alignment. Thanks to Primex, we caught it, moved the inventory to another unit, and serviced the refrigerator. The value of that inventory was over \$15,000!”

Andrew R. Kurtz,  
Denver Health and  
Hospital Authority

## Hardware Assurance Program

To bolster the reliability of your newly installed sensors, the optional Hardware Assurance Program works effortlessly with the Primex OneVue Sense Preferred plan. The program:

- Provides coverage for hardware problems or challenges that may arise, including accidental damages within reason
- Probe Replacement Program
- Comes with hardware compliance assurance

The Hardware Assurance Program helps minimize security and compliance threats from unplanned costly upgrades or replacements should requirements or standards change unexpectedly.



## Primex OneVue Sense Preferred Plan Features

OneVue Account Options	Preferred Plan Features
Settings	Customizable by customer (normal range, check-in times, alarm delays, reminder times, etc.)
OneVue Continuous Improvement	Automatic updates and exclusive upgrades
Alerts	Email, phone, or SMS/text, plus visual and audible alerts on sensor itself
Reports	Access customizable reports when you need them
Proactive services	Management of alerts, settings, and regulatory updates to fully optimize your OneVue account (every 6 months)
Support (grows with # of sensors purchased)	Ticket support via email or phone

	Primex Preferred Onboarding	Customer Responsibility
<b>Configuration</b> Optimize OneVue settings and data entry	Remote sessions for optimizing account structure and settings, data collection and Primex data entry	User owned entry of data in Smartsheet for configuration
<b>Installation</b>	Full installation and testing	User escorts installation team
<b>Training</b> User & Admin sessions to successfully use OneVue Access to OneVue Knowledge base included	In person sessions for users and admins	Full user participation
<b>Certification</b> Primex & customer document and approve that OneVue is fully operational	In person review of OneVue	Full user participation and sign off

Note: Primex is not responsible for sensor connectivity if your Wi-Fi network implementation changes.

## Invest in Guaranteed Success

Many companies can sell you sensors, and some can even offer cloud-based monitoring. Primex stands apart through our attention to the user experience and willingness to guarantee your success. When you invest in the OneVue Sense Preferred plan, this partnership will let you focus on other critical priorities while we take care of the details.

### Primex Technical Support Delivers

CES score  
6.52 / 7



NPS score 79

CSAT score  
9.43 / 10



The Primex OneVue Preferred plan and the Hardware Assurance Program are now available worldwide. To learn more about this plan, other OneVue Sense options, and how Primex solutions can optimize your facility, contact us at (855) 598-9494 or visit us online at [primexinc.com/onevue-sense](http://primexinc.com/onevue-sense).

To Learn More:  
Call - 855-602-2934  
Email - [info@primexinc.com](mailto:info@primexinc.com)  
[primexinc.com](http://primexinc.com)



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