SMG3|RX

A Turnkey Solution for Healthcare Mobility

SMG3Rx Clinical Mobility as a Platform

The Simple Yet Powerful Way to Deliver and Manage Clinical Mobile Solutions

Superior Clinical Mobility with Total Simplicity for IT

Healthcare IT has one of the toughest challenges when it comes to managing mobile devices and providing superior end-user experiences.

How do you deliver all the mobile apps and tools your clinicians need, with user-friendly experiences, and still keep everything easy to deploy and manage?

It's a big task, but that's why our team at SMG3Rx worked together with Zebra Technologies, a global leader in clinical mobile devices, and Imprivata, an industry leader in mobile device security and identity management, to develop a turnkey solution called **Clinical Mobility as a Platform.**

Our platform and managed services program help you deliver **the right mobile workflows and experiences** for your clinicians through an **all-in-one solution** that makes it **remarkably easy** to deploy, manage, support, and maintain your mobile devices.

A Comprehensive and Turnkey Clinical Mobile Solution

Managing shared mobile devices and helping providers deliver the best possible care doesn't have to be difficult, time-consuming, or costly. SMG3Rx Clinical Mobility as a Platform helps you deliver streamlined and powerful mobile solutions without hassles, hardships, or headaches.

Our all-in-one solution is designed with clinical workflows and user experiences at the center. But it's all delivered and managed through SMG3Rx's EDGE platform and managed services program that makes everything easier for IT. SMG3Rx has deployed and managed over 20,000 Zebra devices enhancing clinical mobility solutions.

Everything Your Clinicians Need

- Apps
- Alarms management
- EHR integration
- Charting
- Communications
- Point-of-care workflows

A Complete Platform and Services for IT

- Mobile solution consultation
- Solution design
- Zebra healthcare mobile devices
- Imprivata device and identity control
- Staging, kitting and deployment
- Device locating and tracking
- Mobile IT architecture
- Managed services
- Support ticketing
- Maintenance and repairs
- Life cycle management
- End-to-end visibility

Benefits for You and Your End Users

ZERO downtime associated with deploying mobile devices

ZERO time wasted on tech support calls due to device configuration

99.9% uptime for your clinical mobile devices

Golden Image Creation for consistent user experiences

ALL the mobile tools and performance your clinicians need

ZERO lost devices or related replacement costs

Smooth and Hassle-Free Deployment

SMG3Rx leverages our EDGE platform and managed services to simplify your mobile deployments and help you deliver the right mobile solutions with the right apps, updates, security, and tools to track and maintain everything you've deployed.

We start with rugged Zebra healthcare-grade mobile devices, with the high-performance capabilities to deliver all the workflows, data, and tools your clinicians need. Then we provide all the services, tools and device management to keep your fleet running optimally.

The SMG3Rx Deployment Service Workflow

- Zebra mobile hardware is acquired.
- Asset tags and labels are applied to each device.
- Android OS and security updates are applied.
- Devices are configured with a Golden Image.
- Robust security and 2-factor authentication are added.
- Devices go through Quality Control (QC) inspection.
- Devices are packed and shipped to your requested location.
- Optional onsite deployment, training and QC support is available.

6 Ways SMG3Rx Gives You an EDGE

1	Automated Device Enrollment
2	Always Up-to-Date Firmware and Software
3	Robust Security Protocols
4	All the Right Apps for Your Clinicians
5	Expert Technicians to Support You
6	Deep Insights into Device Location, Usage, Battery, and More

Purpose-Built Devices for Better Clinical Mobility

Your clinicians need reliable and high-performance mobile devices to help them deliver the highest-quality patient care. That's why SMG3Rx Clinical Mobility as a Platform includes Zebra purpose-built healthcare devices. Zebra Technologies ensure that your clinicians can connect instantly with colleagues and access all the apps and patient care records they need—all from a single device that's optimized for the point of care.

Everything at Your Fingertips
All the mobile tools to deliver safer, more effective, and more efficient patient care.

Instant Real-Time Communication
Alerts, push-to-talk, secure texting, voice calls, and video—all in one device.

EHR and Clinical Info on Demand
Fast and reliable access to your EHR, analytics, decision support and more.

Enterprise-Class Data Capture
Built-in 1D/2D barcode scanner for identification, tracking, and process automation.

Disinfectant-Ready Hardware
Medical-grade devices to withstand repeated disinfecting and harsh cleaning solutions.

Effortless Clinical Collaboration

Zebra's all-in-one Workcloud Communication helps your clinicians respond faster and more effectively to patient care needs with easy access to alerts, secure texting, emergency calls, duress features, and location services. It delivers the right role-based communication tools and access to each user, helping them collaborate in real time to ensure better patient outcomes.
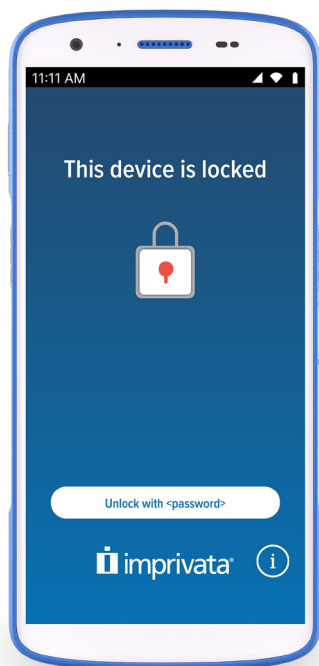
Pinpoint Device Locating

With SMG3Rx's EDGE PinPoint powered by Zebra Device Tracker, you'll never lose another mobile device. You can easily find any misplaced Zebra device using its Wi-Fi connection, Map-Based Locationing, and a real-time proximity indicator. If you use Bluetooth® LE batteries, you can even locate a device after it has powered off due to low charge.

What Your IT Team Can Do with GroundControl and Zebra Devices

Utilizing Imprivata's Ground Control solution, SMG3Rx's EDGE platform provides unmatched asset accountability and management allowing you to support large fleets of shared mobile devices with ease.

The Imprivata GroundControl platform creates an unprecedented combination of device visibility, management, and control, and it delivers personalized user experiences on Zebra mobile devices. Here are some of the key things your IT team can do with GroundControl's powerful tools:

- Provide convenient, user-friendly and personalized experiences on shared devices
- Add device management, tracking and security to your shared, enterprise devices
- Easily view device state, network connections, battery state and docking locations
- See if a device is checked out and who is signed into it at any time
- Easily identify and locate misplaced devices
- Trigger alerts if a device isn't returned when and where it should be
- Trigger alerts if a device is connected to the wrong SmartHub
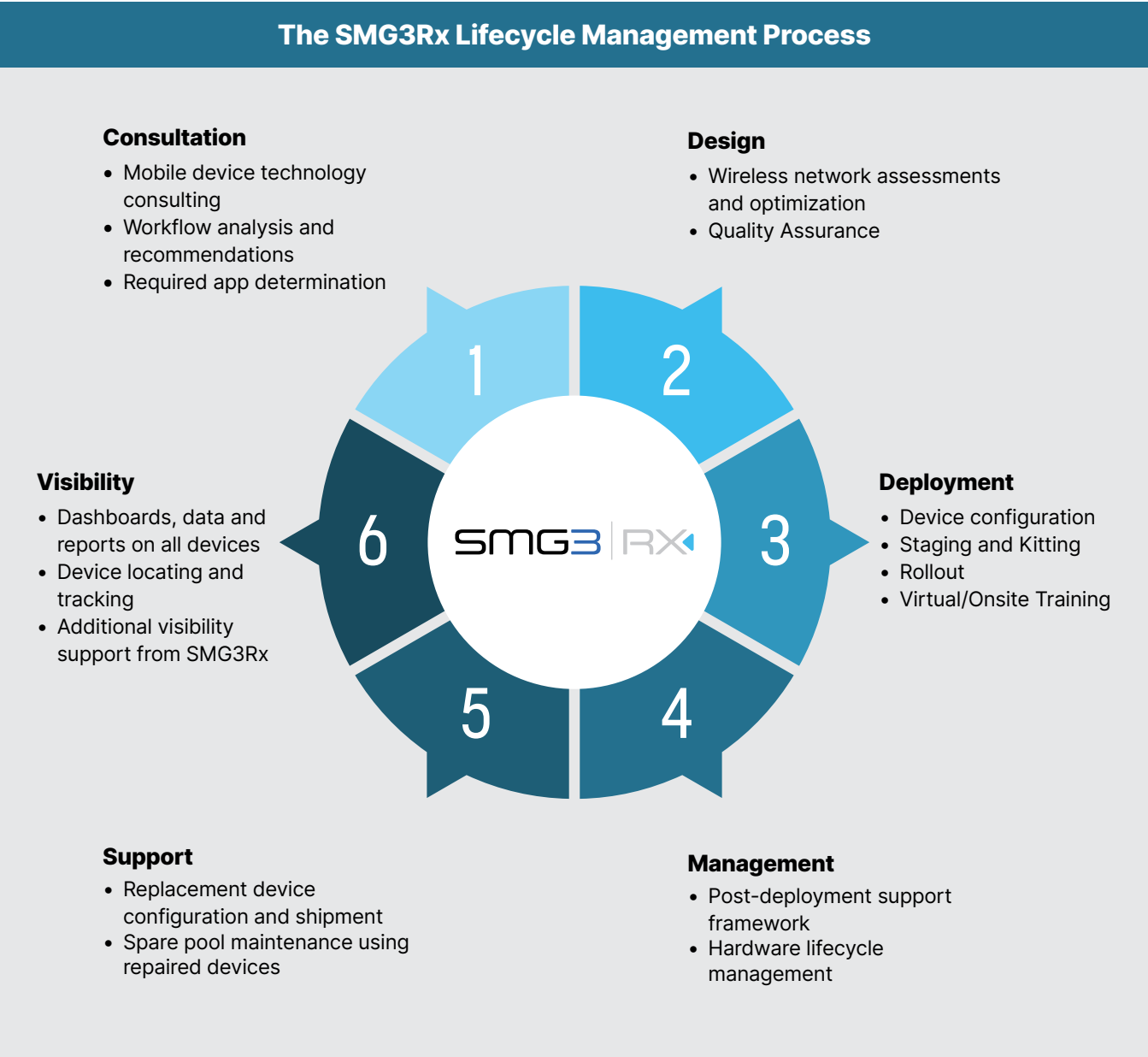- Significantly reduce the number of lost or replaced devices each year

How GroundControl Works

Imprivata GroundControl is a comprehensive, end-to-end mobility solution that helps you optimize your clinical mobile solutions. It delivers automated device management, secure device checkout, and fast, secure access for users. It also helps you unlock the full potential of shared mobile devices by ensuring a fast and efficient workflow while improving security and auditability.

GroundControl provides remote management of device fleets via a hybrid-cloud management platform. With tight integrations into leading MDMs, and on-the ground Launch Pads to support USB tethered devices, it also offers a hands-on-like experience for device management, from anywhere at any time.

End-to-End Life Cycle Management

SMG3Rx Clinical Mobility as a Platform provides a full system to manage Zebra healthcare mobile devices easily and effectively throughout their entire lifecycle. Using our EDGE platform, we help you deliver apps and user experiences simultaneously on all devices, provide a full-scale framework and support structure to optimize and manage devices for your end users, and do it all with a long-term sustainability approach.

The SMG3Rx Lifecycle Management Process

Consultation
- Mobile device technology consulting
- Workflow analysis and recommendations
- Required app determination

Design
- Wireless network assessments and optimization
- Quality Assurance

Visibility
- Dashboards, data and reports on all devices
- Device locating and tracking
- Additional visibility support from SMG3Rx

Deployment
- Device configuration
- Staging and Kitting
- Rollout
- Virtual/Onsite Training

Support
- Replacement device configuration and shipment
- Spare pool maintenance using repaired devices

Management
- Post-deployment support framework
- Hardware lifecycle management

SMG3|RX

Take Your First Step Toward Superior Clinical Mobility.

Contact SMG3Rx now to learn more and schedule a discovery call at your convenience.

GET STARTED

imprivata® | ZEBRA