A MANAGED APPROACH TO CONTINUOUS PEAK PERFORMANCE
“We’ve had more contact with our sales rep after purchasing the instrument. Usually once the sale’s made you don’t see them again until the contract’s up.”

Delmas Postlethwait
Administrative Director of Laboratory Services
at East Liverpool City Hospital, East Liverpool, OH
The demands on hematology laboratories have never been greater. The need for precision, accuracy, speed, and continuous and flawless operation of the most complex lab environment is ever more pressing. That’s why Sysmex has developed a support platform as advanced as the analyzers and environment it serves.

Introducing BeyondCare from Sysmex – a truly holistic approach to maximizing system performance, designed to bring new levels of insight, efficiency and agility to your lab.
THE NEW MODEL FOR LABORATORY SUPPORT

With BeyondCare, every aspect of the laboratory experience has been integrated into a revolutionary platform that provides our customers with greater visibility into their systems, real-time data to create instantly actionable insights, and single-point support throughout the entire solution life-cycle.

BeyondCare Changes The Definition of Service

Predictive vs. Reactive Philosophy – Unlike other programs in the market that are directed at getting your system back up after it breaks down, BeyondCare is strategically focused on preventing problems before they ever occur.

Evidence-Based Management – Unlike calendar-based programs, where reviews and maintenance are scheduled on predetermined time intervals, BeyondCare utilizes information from your analyser to help more effectively manage operations and plan for critical service milestones.

An Actionable Road-map to Continual Improvement – BeyondCare defines the key success factors that are critical to your operations and then helps you establish a proactive plan for meeting – and beating – them.
BeyondCare is designed to improve efficiencies for and accountability to our customers. It's focused specifically on keeping systems up and preventing issues before they ever occur.

Judy Bosko
Vice President of Technical Services, Sysmex America
IT STARTS WITH A DIFFERENT WAY OF THINKING ABOUT RELATIONSHIPS

DESIGNED TO DRIVE GREATER EFFICIENCY AND ACCOUNTABILITY

BeyondCare anticipates the resources you need from Sysmex and integrates them into a high-performance team that supports the way your lab operates, streamlining communications and eliminating costly layers of communication that can often contribute to analyzer downtime and work-flow issues.

Your BeyondCare account manager is the single-point connection to the vast resources of the Sysmex organization, working closely with you and your staff to help coordinate all aspects of our relationship from user training and application support to ongoing equipment maintenance.

From initial consultation through the life of your system, your BeyondCare team of systems, software and clinical specialists are trained to simplify the decision-making process, helping you understand and capitalize on the features most beneficial to your operations – whether you have one lab or dozens of sites across your enterprise.

Consistently ranked above and beyond the rest

*#1 in Overall Service Performance for the past 8 years
*#1 in System Performance for the past 15 years
*#1 in System Reliability for the past 15 years

*IMV ServiceTrak™ Hematology Customer Ratings
Expert Support Throughout the Entire Solution Life-cycle – and Beyond

Pre-Sale – Whether you analyze 100 samples a month or 10,000 a day, your BeyondCare team can design the optimum solution for your specific volume and clinical demands.

Implementation – Your system is preassembled, tested, validated and calibrated before it ever leaves our facility, radically simplifying and shortening implementation, and minimizing disruption of your operation.

Training – Our Center for Learning ensures that your team learns on its own terms, whether that’s instructor-led courses, self-guided e-learning, virtual classrooms, ongoing webinars or ad hoc training on demand.

Post-Install – After installation, at the stage when our competitors begin to fade off, we stand committed to being consistently available – virtually, through our self-monitoring system design, and personally through our BeyondCare one-point-of-contact promise.

“Our technical integration specialist was instrumental in helping us streamline our procedures. A year later, I still call her for insight and advice and she’s always right there.”

Sally Davis
Master Hematology Technologist
at University of Kentucky Healthcare, Lexington, KY
Elevating System Quality and Confidence

- **Proactive Monitoring** – Unobtrusive, real-time monitoring of your system, linked to our tracking and dispatch system, all geared to prevent problems and downtime.

- **Sysmex Managed Calibration** – Sysmex Technical Specialists perform routine calibration of your analyzers remotely, ensuring you are always in compliance.

- **Insight™ IQAP** – Instantly document and maintain history for analyzer peer comparison data, across multiple sites with a single login.

- **Supply Management** – Helping your laboratory optimize the availability and consumption of your reagents and other analyzer supplies.

- **Evidence-Based Maintenance** – Managing operational decisions and critical service milestones on system use and test volume rather than on static time intervals.

“We’re utilizing information directly from your instrument to help us improve performance and more effectively plan for critical service milestones – not basing decisions on an arbitrary calendar.”

**William Gilliland**
District Service Manager, Sysmex America
With BeyondCare, your system is proactively monitored and optimized through a leading-edge suite of tools that interfaces with your system. This establishes a total support program that specifically matches your analyzer’s use.

This advanced technology allows your BeyondCare team to unobtrusively monitor analyzer performance in real time around the clock, including your configuration and back-up settings. This innovative system automatically surfaces potential issues and helps us collaboratively address them before they become problems.

Working in collaboration with your technologists, Sysmex BeyondCare specialists are also able to perform routine calibration on your analyzer remotely, saving you time and reducing non-productive analyzer time by as much as 84%.

My Sysmex™ Tablet – Make it easier to connect with your BeyondCare team and to access and share important information about your analyzer and laboratory performance, work-flow analytics and ongoing educational requirements – throughout your organization.
With BeyondCare, there is finally a total, innovation-driven program for maximizing system performance that makes it easier for busy labs to manage the growing complexities of today’s advanced hematology environments.

BeyondCare delivers the information that technologists and administrators need to make more informed decisions and the level of expert support the industry has come to expect from Sysmex, throughout the entire solution life-cycle – and Beyond.

Go Beyond Service to BeyondCare. Only from Sysmex.
“Everything you need to stay ahead of the curve is right at your fingertips wherever and whenever you need it.”

Dolan Matla
WAM Support Manager, Sysmex America