

Parata Performance Services™



Delivering performance-based services to drive your success.

Our customers love our technology, but that's not the only reason they choose Parata as their partner. We recognize that service after the sale is an important part of your technology purchase decision, and we strive to provide world-class support.

Every person who assists you is a Parata employee who meets rigorous training standards and understands the nature of your business. Our team offers a wealth of experience and product knowledge and is committed to your success.

Experience seamless implementation and training.

When you choose Parata as your partner, a dedicated project manager helps prepare your pharmacy for installation. Your solution is professionally delivered to your doorstep by the latest, safest, air-ride vehicles. Professional movers will unload, uncrate and place the unit in its final location in your pharmacy.

Your local Parata field service engineer will set up and configure the new technology and provide hands-on training for your team.

If your pharmacy would like additional training, we can arrange for custom or repeat sessions at a later date under our Value-Added Service program.

Get immediate assistance when you need it.

If you have questions after you start using your new technology, we're just a phone call away. Parata's Technical Assistance Center (PTAC) — located in Durham, North Carolina — is ready to take your call from 8 a.m. until 11 p.m. EST, 365 days a year.

Our PTAC agents receive extensive training on all Parata products and also hold industry certifications such as CompTIA A+, Network+, and Security+. They resolve 70 to 85 percent of all technical issues over the phone in under 20 minutes — so you're back up and running quickly.

Using the Axeda Machine Cloud, Parata support personnel can remotely connect to your product to troubleshoot, restart, monitor in real time, update software and transfer files. This service can be configured to meet your security requirements.

Our support team collaborates closely with technical support engineers, product engineers and manufacturing engineers. Your feedback is shared directly with those leading continuous innovation.

Count on ongoing support.

If you need onsite assistance, your local field service engineer — who completed your installation and training — is available between 8 a.m. and 6 p.m. your time, 365 days a year.

Our field service engineers are full-time Parata employees with an average tenure of six years. They use laptops, 4G hotspots, tablets and smartphones to ensure real-time access to information and resources while they are on-the-go. Equipped with the right knowledge, the right training, the right tools and the right parts, this team resolves 92 percent of issues in just one visit to your pharmacy.

Your local field service engineer will also schedule two preventive maintenance visits per year. During each visit, he or she will clean, inspect and calibrate your Parata solution, replacing parts as needed.

Easily and accurately automate new drugs.

In our onsite research pharmacy, pill classification experts measure, weigh and analyze individual NDCs to generate product-specific counting parameters. These settings are available to you through our Parata Drug Database and are searchable by product and NDC.

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