novasyte health

FIELD TECHNICAL PROGRAM

Supporting all of your technical product needs with the highest-quality field teams.

Limited internal capacity, spikes in demand, and a high sense of urgency makes managing medical device upgrades, preventative maintenance and repair support increasingly difficult.

With Novasyte's Field Technical Program, you will have access to our national network of the highest-quality consultant field teams. With extensive experience on products of varying complexity, we are ready to scale up quickly and service any of your technical needs. After building, deploying and managing our teams, we measure and track the progress and associated spend.

Program success is tracked and measured in our real-time data engagement platform. This provides the detailed reporting analytics you need to stay informed and evaluate where and when support is needed. These insights not only provide a clear picture of the overall project, but allows you to scale your business to maximize program success.

Program Details





Flexibility and Agility

Reduce your time-to-market with a team ready to quickly scale up and down with your customerfacing needs.



Increase Team Bandwidth

Maximize your full-time team's bandwidth while we serve as an extension, supporting your backlog.

Minimize Costs

Minimize the SG&A costs associated with having full-time employees.



Access to Top Talent

Gain access to our network (one of the largest networks in the med-tech space) of biomedical technicians available throughout the US and Canada.



Strategic Implementation

Collaborate with Novasyte on customizing your strategic implementation guide. It serves as a road-map toward achieving a successful program launch, with defined KPIs and best-in-class analytics setup.



Measurable Data

Receive real-time, reporting spend analytics to understand overall project status and how best to maximize program success.

Dedicated Account + Consultant Management

Account Management

Every client has a dedicated Account Manager and Account Executive to support the client and consultant needs. Your single point of contact is available 24/7 to support the needs of this rapidly changing environment.

Consultant Management

Novasyte is responsible for all recruitment, hiring and onboarding to ensure you have strong brand representatives supporting your customers' needs. Each consultant goes through a rigorous interview process internally prior to the client-facing interview where your team will be able to evaluate their ability to serve as your customer-facing brand representatives. Following onboarding, we begin the training program where we ensure comprehensive systems, brand and product training is adequately facilitated.



Data-Driven Results

After building, deploying and managing our teams, we measure and track the progress and associated spend in our custom Tableau[™] platform. This provides the detailed reporting analytics you need to stay informed and evaluate where and when support is needed. These insights not only provide a clear picture of the project overall but allows you to scale your business to maximize program success.

Facility Name	Total Services	Expenses
Phane Support	\$580,432	\$151
Territory Management	\$144,024	\$5,160
VCU Medical Ctr Medical College of Virginia Hosps Rich.	\$87,454	\$52,969
Baylor University Medical Ctr Dallas TX	\$91,155	\$43,315
Pratt Regional Medical Ctr SNF Pratt KS	\$111,460	\$9,901
Lenze Hill Hosp New York NY	\$89,785	\$40,610
Memorial Hermann Southwest Hosp Houston TX	\$92,998	\$14,423
Jackson Memorial Hosp Marni FL	\$58,400	\$33,560
Stanford University Medical Ctr Stanford CA	\$47,911	\$35,541
Keck Hosp of USC Los Angeles CA	\$63,800	\$20.067

Interactive and Customizable Dashboards

Simple, clear and interactive data views allows you to filter the data to not only see the big picture but also the details. This will help answer both your immediate and long-term questions.

Serial Number Status Tracking

Serial numbers can be tracked, prompting actions to be taken. All of this information is reported directly into our integrated data platform in real-time.



Data Types

- KPI measurement
- Activities and spend by account, region, product, supervisor and task
- Management effectiveness

For more information: *info@novasyte.com*

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