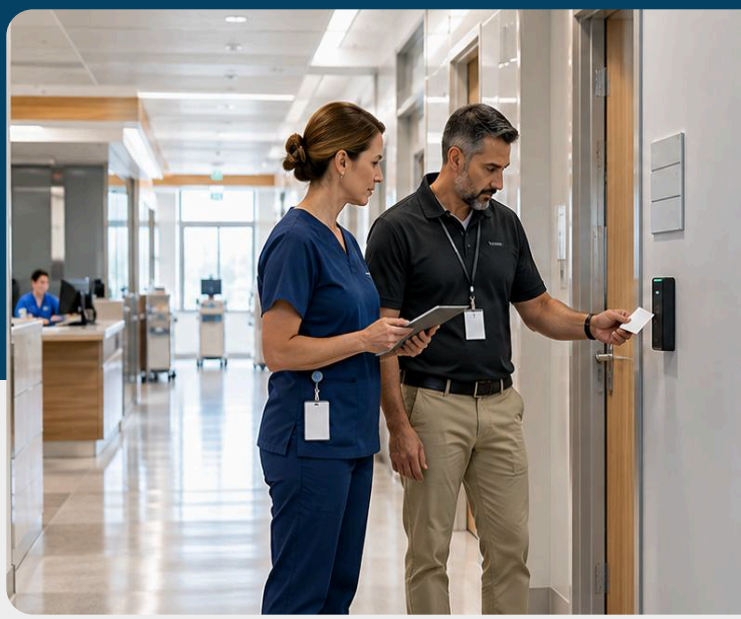
convergint | healthcare

Healthcare service. Lifecycle planning. Long-term management.

Start with service. Build toward intelligent healthcare operations.



Reliable security systems help healthcare teams protect staff and patients, support compliance readiness, and keep facilities operating. Convergint provides service, assessment, planning, and ongoing support to help hospitals and health systems manage these systems throughout their technology lifecycle.

Whether you need to resolve a service issue, strengthen documentation for compliance, evaluate risks across facilities, or plan for aging technology, we help you understand what needs attention and build a practical path forward.

Support for today and a plan for tomorrow.

Service and repair

- Address immediate needs with onsite service, focused repairs
- Coordinated follow-through and documented service activity to restore reliability, resolve recurring problems, and support operational reviews.

ESRM assessments and lifecycle planning

- Enterprise Security Risk Management (ESRM) assessments to understand risks by site and use case.
- Translate findings and system conditions into priorities for service, access controls, compliance-related documentation, and phased investment.

Ongoing management

- Keep performance visible through defined service levels
- System health monitoring, issue tracking, documented service histories, and regular reviews that guide improvements and support audit readiness over time.

One partner throughout the technology lifecycle

From assessing your current environment to servicing, upgrading, and supporting connected systems, Convergint helps align security operations, compliance readiness, and lifecycle decisions with your healthcare priorities.

Understand your risks to set the right priorities.

An immediate service need can reveal a broader question: where should your organization focus next? Convergint's ESRM assessments help healthcare leaders review safety, security, documentation, and compliance-related risks across people, facilities, and operations, then determine practical next steps.

An assessment grounded in your healthcare environment

Work with security, facilities, IT, compliance, and operational stakeholders to review concerns by site and use case. Consider existing systems alongside the processes and response practices they support.

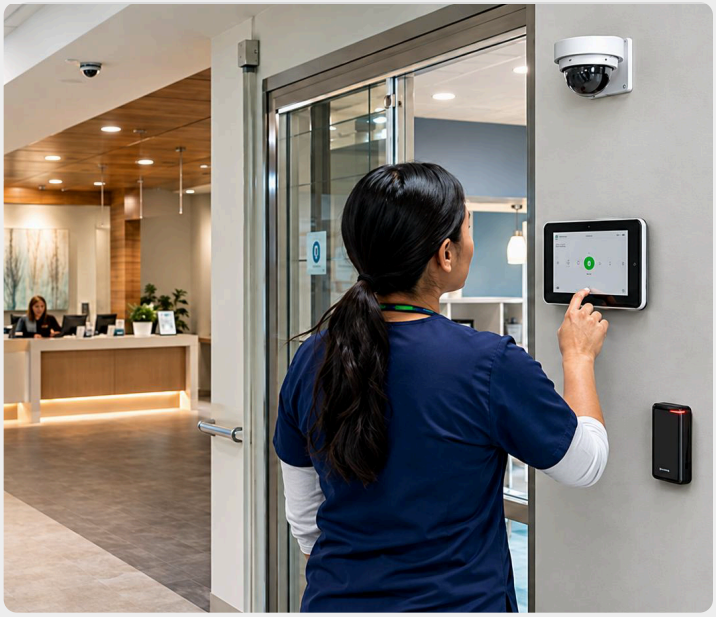
Assessment focus	What it helps inform
Staff and patient focus	Priorities related to workplace violence, duress response, patient safety, and coordinated incident response.
Access and sensitive areas	Security needs for restricted spaces and areas containing protected health information, including access policies and supporting records.
System condition and reliability	Service needs, recurring faults, aging components, and technology that limits reliability or integration.
Facility and operational differences	Gaps in coverage, inconsistent practices, and opportunities to improve visibility across locations.
Readiness and documentation	Opportunities to strengthen response workflows, access and incident records, audit trails, and documentation used in HIPAA physical safeguard, accreditation, and applicable workplace violence reviews.

Turn assessment finding into a practical roadmap

- Document current conditions and the risks that need attention.
- Prioritize corrective actions by urgency, operational impact, and readiness.
- Identify service, process, documentation, and technology improvements that address the findings.
- Sequence investment and establish clear next steps for implementation and ongoing review.

Start with a clearer picture

An ESRM assessment helps establish priorities. A system condition review adds the detail needed to plan repairs, integration, compliance-supporting records, and lifecycle improvements.



Plan the lifecycle and build on what works.

Healthcare systems often include a mix of viable infrastructure, aging technology, and platforms added over time. Convergint helps you determine what to maintain, connect, and refresh, with a plan aligned to operational needs, compliance readiness, and investment priorities.

A partner throughout the technology lifecycle

1. Design

- Assess security systems using ESRM findings, access policies, and compliance-related documentation to identify risks and priorities.
- Develop a phased roadmap for service, upgrades, and integration that builds on viable infrastructure.

2. Deliver

- Resolve immediate service needs and implement planned improvements.
- Coordinate repairs, system upgrades, and integration around facility operations to strengthen reliability and support consistent performance.

3. Support

- Sustain performance through ongoing service, monitoring, and regular reviews.
- Track system health, document recurring issues and corrective actions, and adjust lifecycle priorities as technology, healthcare requirements, and operational needs evolve.

Capabilities across your healthcare environment

Connect relevant systems to verify events and coordinate response. Define cybersecurity, privacy, data access, and human approval requirements before automating sensitive actions.

Security and access	Life safety and response	Visibility and control
Access control and credentialing	Visitor management and controlled access	System health and uptime monitoring
Video surveillance	Duress, intercom, and emergency communications	Analytics and approved workflows
Intrusion detection	Real-time location systems (RTLS)	Operational dashboards and audit trails

Schedule a healthcare ESRM assessment and service consultation

Review risks and system conditions, identify what needs attention now, and build a prioritized service and lifecycle roadmap for your facilities.

Start with your current needs. Plan for sustained performance.

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Effective security and safety is a multi-layered approach involving people, processes, and technologies. Convergint-provided products and services are only one part of this approach, will not detect or prevent all threats or solve every risk, and should not be the sole method of security or safety. See the 'IMPORTANT PRODUCT SAFETY AND SERVICE INFORMATION' at convergint.com/terms before using a Convergint-installed system.