



Summit Imaging

Making our Customers Heroes™

COMPANY PROFILE

Leading the healthcare technology management industry with technology enabled services.

CONTACT

Phone: 866-586-3744

Email: info@mysummitimaging.com

MySummitImaging.com

THE COMPANY

SAFE AND RELIABLE MEDICAL
EQUIPMENT SUPPORT

*We are different, in a
really good way*

Summit Imaging is a technology-enabled service organization that repairs and supports Ultrasound and Mammography Imaging equipment. A unique combination of electronic component level hardware expertise, service software development and an extraordinary team allows the organization to lower total cost of ownership for healthcare facilities in a regulatory compliant way that preserves the safety and performance of the medical devices we repair and support.

Founded in 2006, the organization has grown into an award-winning place to work, according to the ratings awarded by Seattle Business Magazine. Taking care of our employees and empowering them to focus on customer care has earned Summit Imaging an exceptional reputation when it comes to quality and Healthcare Technology Manager (HTM) support.



**OUR VISION**

Expand our support and repair services to all medical devices in a healthcare facility to reduce total cost of ownership enabling high quality patient care.

**OUR MISSION**

Provide superior repair services at a high quality level and deliver exceptional customer and technical support in the process.

**OUR GOALS**

Expand our ultrasound and digital x-ray detector plate product and repair offerings and apply our proven techniques to new modalities.

**DELIVERING SUSTAINABLE PERFORMANCE
THROUGH QUALITY PRODUCTS AND SERVICES**



Electronic hardware repair capabilities enabling support services to healthcare facilities



Collect and leverage equipment data and analytics to optimize support



Software expertise to immediately diagnose and service equipment



Strong relationships with healthcare facilities enabling growth and expansion of products and services



Technical support available 24/7 with accurate and quick diagnosis to reduce equipment downtime



Talented team consistently achieves strategic and operational plans

OUR TEAM AND CEO

We are learning as we trail blaze new service methods and techniques. It is our moral responsibility to share our innovative solutions with customers to help them improve and lower their total cost of ownership.



LAWRENCE NGUYEN
CEO & CTO

“ The foundation of our culture is embedded in achieving extraordinary results from objectives set by our customers.

The wonderful culture is the result of every team member constantly making decisions that are best for our organization. Team members are carefully selected to support this critical philosophy and is a major pillar supporting our continued success.

MANIACAL FOCUS ON OUR CUSTOMERS

We have a team of 40 dedicated employees who are tightly focused on delivering the highest quality products and services with the best support in the industry. Summit is constantly seeking new ways to create greater customer value and we never stop innovating.



In 2015 Summit Imaging was named the best mid-size company to work for in Washington State by Seattle Business Magazine

OUR CREATIVE PROBLEM SOLVERS

We love our healthcare facility customers and their patients. We will continue to lead with the industry's highest quality standards for our customers to lower their total cost of ownership.



ALAN DISHLIP
CFO

Supporting profitable growth through scalable and efficient systems and infrastructure.



STEPHEN BARREDO
DIRECTOR OF PRODUCTION

Perpetually innovating techniques and processes to increase product life and reduce the overall cost of healthcare.



SONIA SMITH
CONTROLLER

Advancing fiscal operations and reporting through cloud applications.



MIKE GREEN
TECH SUPPORT MANAGER

Delivering quality service and support by developing unique talent combining customer empathy and technical expertise.



JASON ROUNDY
QUALITY MANAGER

Exceeding customer expectations through careful listening and continual improvement.



JAMES TAYLOR
R&D ENGINEER

Creating innovative solutions for complicated electronics repairs while supporting other customer needs.



Summit Imaging started as a small, focused company, and in twelve short years we have grown into an organization that is setting the industry standard for our customers all over the world.

OUR CAPABILITIES



Electronic Hardware Repair Experts

Our incredibly skilled technicians are able to repair down to the component level and can fix the most complicated defects. Repairing versus the typical “harvesting and cleaning” means that the parts are repaired to standards matching or exceeding the original life expectancy. We achieve this by not just fixing known problems with our parts and probes, but also repairing those components we believe are very likely to fail in the near future. This knowledge comes from years of carefully examining the service life of all major components in order to accurately predict longevity. This is why our warranty claim rate is low, allowing us to provide the longest warranties in the industry.

Software Solution Development

The organization has deployed an expanded Version 3.0 of Adepto™, patent pending software that has a highly useful set of tools, utilities, and other valuable functions that work with multiple leading ultrasound system platforms that are otherwise locked down with proprietary pass-codes. This software eliminates outsourced service costs and reduces hundreds of downtime hours, thereby increasing revenues. HTMs report that 3 to 48 hours of downtime per service call is saved as a result of using our Tech Support in conjunction with Adepto™.

Stemming from our Adepto™ development, Summit is developing a patent pending connectivity software product, Kayvi™, to collect and distribute local medical device data to cloud servers. This technology is a pioneering capability in the healthcare market providing a multi-vendor and multi-modality solution for healthcare facilities to aggregate and analyze data sets of their critical imaging assets.

OUR PRODUCTS AND SERVICES



ULTRASOUND

TRANSDUCER
REPLACEMENT & REPAIRS

24/7
TECHNICAL SUPPORT

SYSTEM
REPLACEMENT PARTS

HANDS ON
SYSTEM TRAININGS



MAMMOGRAPHY

DIGITAL FLAT
PANEL REPAIRS

24/7
TECHNICAL SUPPORT



SYSTEM
REPLACEMENT PARTS

HANDS ON
SYSTEM TRAININGS



SOFTWARE SOLUTIONS

REMOTE SERVICE



Adepto™ Kayvi™
PATENT PENDING

CUSTOMER INSIGHT

A comprehensive cloud-based reporting and tracking system, including detailed equipment Evaluation Reports and Dashboards.

OUR FORMULA FOR SUCCESS



MAMMOGRAPHY



ULTRASOUND



PRODUCT EXPANSION

OUR BUSINESS MODEL

EXCHANGE MODEL SELF PERPETUATING INVENTORY



CUSTOMER ASSET REPAIR VALUE BASED REPAIR AS A SERVICE



QUALITY MANAGEMENT



QUALITY IS THE
PRIORITY

ISO 13485:20016 AND WHY IT MATTERS

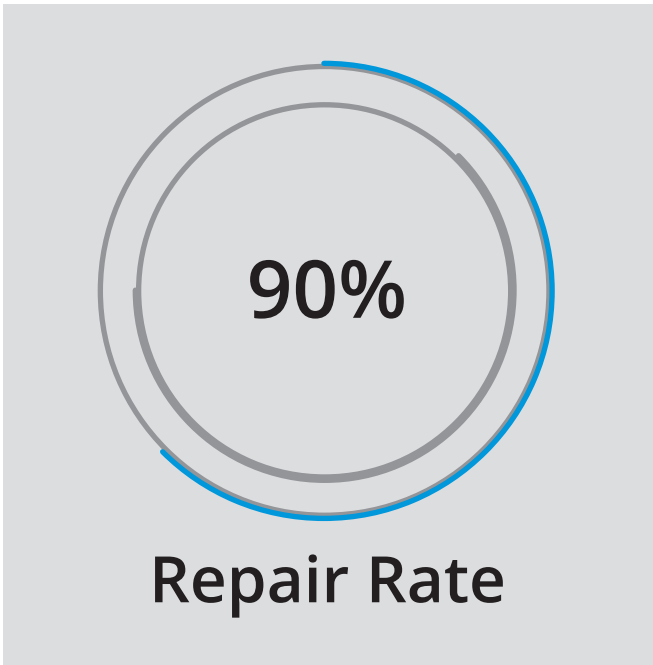
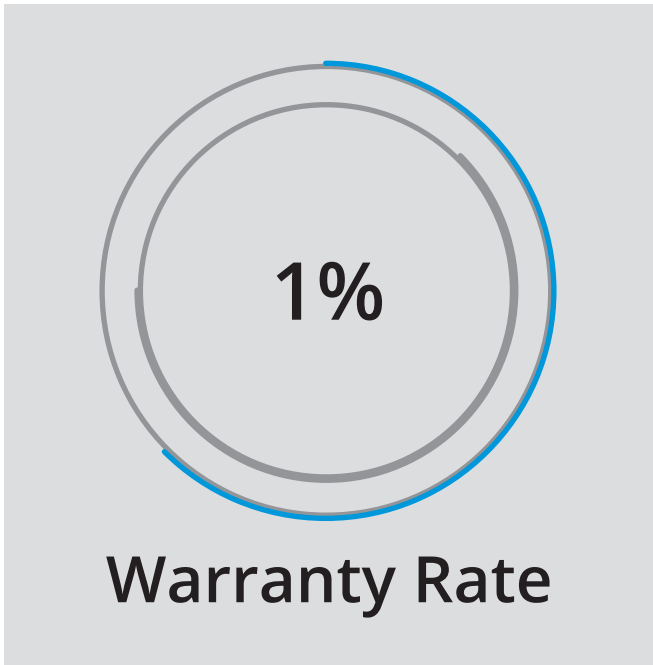
The customers of Summit Imaging conclude that the only way to sustainably lower total cost of ownership is through quality products and services. ISO 13485:2016 is an international standard that specifies the requirements for a quality management system (QMS), where an organization needs to demonstrate its ability to provide its customers with medical devices and related services that consistently meet customer expectations and regulatory requirements applicable to medical devices and related services. The primary objective of ISO 13485:2016 is to facilitate harmonized medical device regulatory requirements for quality management systems. Summit QMS has been ISO 13485:2016 certified for over four years, allowing the organization to scale operations and improve quality as healthcare facilities continue to grow and consolidate suppliers to optimize their operations.



QUALITY METRICS



Average Tech Support
Diagnosis time

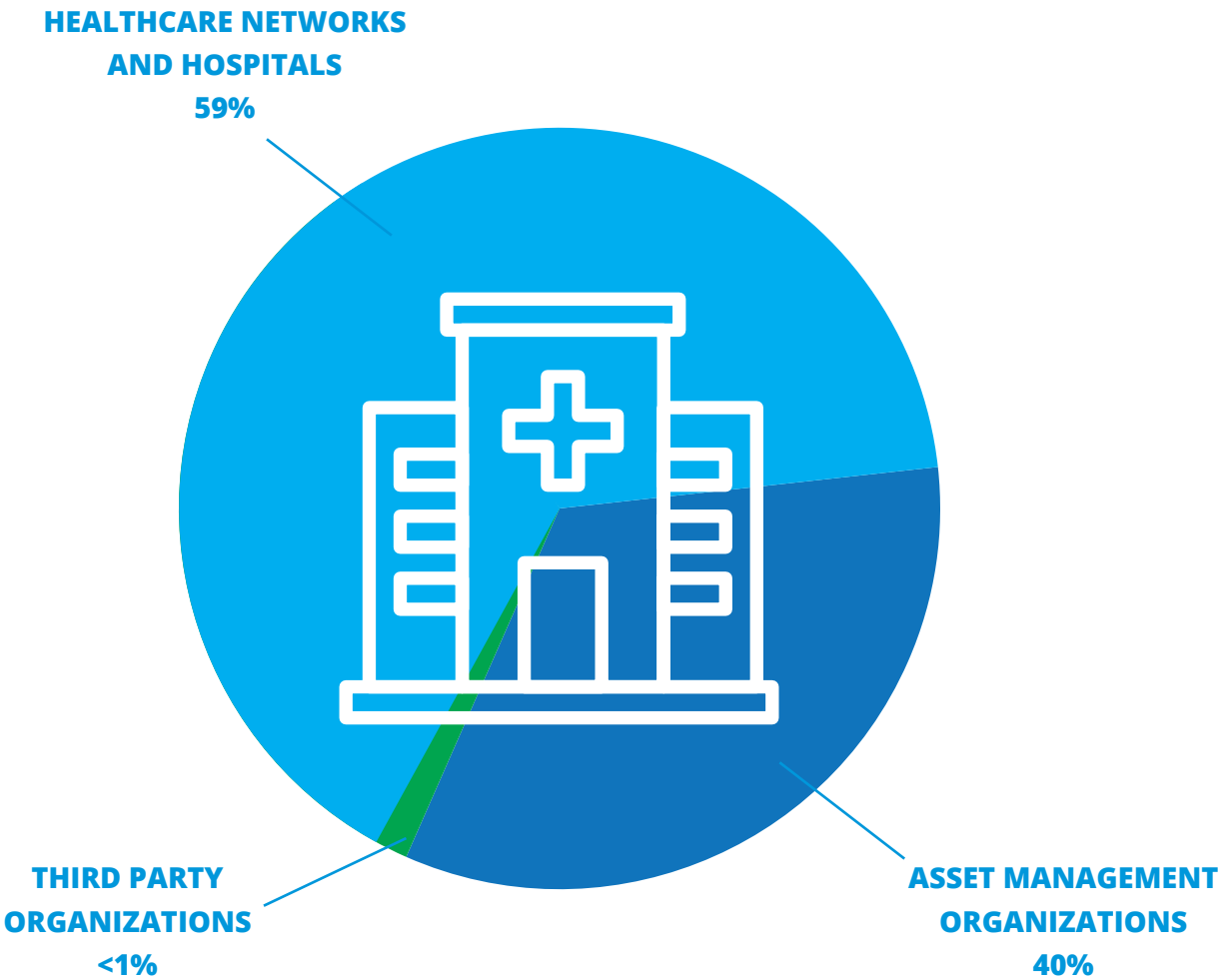


CUSTOMER PROFILE

Summit has focused on developing products and services to organizations that have medical device service responsibilities. Customers with field service teams gain significant efficiency with Summit’s quick and accurate support with high quality products that drastically reduce equipment downtime. This increases patient access and quality of care.

HTM MANAGEMENT
SUMMIT’S QUALITY OF PRODUCT AND SUPPORT IS AS GOOD AS THE OEM, AT A BETTER VALUE.

CLINICAL ENGINEERS
SUMMIT’S TECHNICAL SUPPORT IS QUICK AND ACCURATE IN SUPPORTING US TO REDUCE EQUIPMENT DOWNTIME TO BETTER SERVE PATIENTS.



TESTIMONIALS

SCOTT SWEIGART
LANCASTER GENERAL HOSPITAL HEALTHCARE NETWORK

SUMMIT IMAGING HAS MET OUR ULTRASOUND NEEDS FOR YEARS NOW. THEY UNDERSTAND THE IMPORTANCE OF EQUIPMENT “DOWN TIME” AS AN INCONVENIENCE TO OUR PATIENTS AND THE STRESS ON THE BIOMEDICAL TECHNICIAN TO GET THE REPAIR DONE FAST AND CHEAP. THE BEST THING I LIKE ABOUT SUMMIT IMAGING IS TALKING TO A KNOWLEDGEABLE TECHNICIAN TO HELP ME TROUBLESHOOT MY PROBLEM AND THEN HAVE THE PART DELIVERED TO ME THE NEXT DAY.

MORRIE GHATTAS
BAY AREA HOSPITAL

I HAVE BEEN WORKING WITH THE TEAM AT SUMMIT FOR MANY YEARS. THEY ARE MY FIRST CHOICE FOR ULTRASOUND NEEDS. I HAVE FOUND THEM ALWAYS TO BE VERY HELPFUL, ATTENTIVE AND RESOURCEFUL. THEY GO THE EXTRA MILE TO MAKE SURE THEY HAVE ADDRESSED MY NEEDS WHENEVER I CALL. I HAVE HAD DIRECT EXPERIENCE WITH THEIR PARTS SUPPORT, EDUCATION, AND TRANSDUCER REPAIR, OVER THE PHONE AS WELL AS ON SITE SUPPORT. THEY HAVE ALWAYS BEEN AWESOME TO WORK WITH.

MARK WALKER, CBET
ERLANGER HEALTH SYSTEM

WHEN I CALL SUMMIT IMAGING FOR HELP WITH A REPAIR, ROBERT AND THE OTHER TECHS HAVE ALWAYS GONE ABOVE AND BEYOND TO HELP ME GET A SYSTEM RUNNING AS QUICKLY AS POSSIBLE. I HAVE GREAT CONFIDENCE IN THEIR PARTS AND SERVICE.



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