



# Cisco Patient Connect

## FAQs

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### 1. What is being announced?

Cisco is announcing the sale of the Cisco Patient Connect solution to a long term partner, Dillon Kane Group (DKG). Effective July 29, 2017, DKG will be responsible for ownership, development and support of the solution moving forward.

### 2. Why is Cisco selling Cisco Patient Connect?

Cisco is continuously evaluating its strategic objectives and product priorities. After a recent evaluation, Cisco concluded that the option to divest Patient Connect is best at this time. Cisco believes selling Patient Connect to DKG is the right move in order to evolve and support the product to its fullest potential so that we serve the best interests of our customers.

### 3. Who is the company acquiring Cisco Patient Connect?

Dillon Kane Group in Chicago, Illinois is the acquiring company. DKG advises Fortune 500 companies on identifying new technologies and business models that enhance existing businesses, help enter a new business, solve a core technology problem, or optimize its Information Technology.

### 4. When will the transfer occur?

Effective July 29, 2017, DKG will own the Patient Connect solution and will address any inquiries from that date forward.

### 5. Why is the new company the right choice for Cisco Patient Connect?

Cisco selected DKG based upon careful evaluation. This trusted partner has both the technical capabilities and the support organization to provide effective product and customer support for this product. DKG has a 16-year history of building and revitalizing complex, specialized technology solutions in healthcare, insurance, financial services, aviation, transportation and general purpose IT markets. DKG has provided solutions and partnered with market leading companies in these vertical segments – in many cases becoming an outside-the-firewall development unit for these clients and their end-customers. One of DKG's specializations is taking over and continuing the development of early stage solutions for clients while maintaining end customer continuity and support. DKG is focused on developing and growing specialized solutions – such as Patient Connect – to their full potential by applying the right engineering, operations and investments in dedicated business unit structures. DKG also has a portfolio of technologies and platforms to enhance new solution value and open additional routes to market, often across segments like healthcare, insurance and financial services.

### 6. What kind of experience does DKG have in healthcare?

DKG has been developing healthcare and insurance solutions since 2002 for key clients in both market segments. Because of the high interdependencies between healthcare providers and insurance payers, DKG has been working collaboratively with clients in both segments to develop solutions in health delivery that also provide value for payer systems. DKG has extensive experience in workflow and algorithmic technologies and architectures that apply to health delivery – such as automated workflows in toxicology and lab processing. DKG continues to work with major clients in both healthcare and insurance to source and develop specialized solutions that address growing cost and complexity issues in both industries.

## 7. What products are involved in this transition?

Cisco Patient Connect sells as two distinct components, the Patient Connect Server software and Patient Connect term subscriptions, which run in patient rooms and other hospital locations. DKG will be marketing and selling the solution as 'Patient Connect' and will be using the same product numbers and descriptions as Cisco Patient Connect (see below Table 1). Any new product numbers and descriptions of DKG Patient Connect will be reflected as part of DKG's new releases in the future.

**TABLE 1: Product Numbers and Description**

Cisco Patient Connect Base Package	
Service License Product Number	Description
CPC-BAS-S-D01	CPC – Base Server manages 1 endpoint
Subscription License Product Number	
Description	
CPC-BAS-L-D1-1Y	CPC – Base 1-year subscription for 1 endpoint
CPC-BAS-L-D1-3Y	CPC – Base 3-year subscription for 1 endpoint
CPC-BAS-L-D1-5Y	CPC – Base 5-year subscription for 1 endpoint
Cisco Patient Connect Enhanced Package	
Service License Product Number	Description
CPC-ENH-S-D01	CPC – Server manages 1 endpoint
Subscription Product Number	
Description	
CPC-ENH-L-D1-1Y	CPC – Enhanced 1-year subscription for 1 endpoint
CPC-ENH-L-D1-3Y	CPC – Enhanced 3-year subscription for 1 endpoint
CPC-ENH-L-D1-5Y	CPC – Enhanced 5-year subscription for 1 endpoint

## 8. What is the support plan for Cisco Patient Connect after the transition?

Current customers will continue to contact Cisco for support related issues. Support questions should be directed to Cisco's Customer Interaction Network (CIN). Customers may email Cisco using [ask-smart-services@cisco.com](mailto:ask-smart-services@cisco.com) or by calling +1 877 330 9746. Cisco will work with DKG to provide answers to support questions.

To minimize any impact to customers, DKG plans to establish a separate business unit focused on Patient Connect, which incorporates engineering and operations. To help maintain continuity for customers, and leverage Cisco's engineering expertise, some Cisco engineers and support personnel will transfer to DKG on the effective transition date of July 29, 2017. Under the terms of the partnership, DKG will operate the Patient Connect support model using the Cisco Interaction Network processes, including reporting and severity levels.

## 9. What impact will this sale have on my hospital?

Cisco and DKG are working closely together to ensure this transition is seamless for our customers. Current customers can continue to purchase Patient Connect as before. Hardware can be purchased from Cisco and additional software licenses should be ordered through DKG. DKG is a trusted Cisco partner who will operate the Patient Connect support model using the Cisco Interaction Network (CIN) processes, including reporting and severity levels. DKG is also working directly with Moderro and existing Cisco reseller/VAR partners to ensure that sales of Patient Connect through state & local contracting entities (e.g., Texas DIR) can continue without interruption. DKG will be updating Cisco account teams that currently have CPC/Patient Connect customers regarding reseller/VAR and contract status on an on-going basis.

## 10. Is there a change in Cisco's healthcare vertical strategy, application software, or other software applications?

The decision to divest Cisco Patient Connect is part of Cisco's continuous evaluation of its solution portfolio. Cisco's current healthcare strategy remains the same.

## 11. Who are the key contact(s) at Dillion Kane Group?

John Morrell  
Sr. Managing Director  
Dillon Kane Group  
John.Morrell@DillonKane.com  
240-401-2349