

# Q&A

## with Troy Goodhart of Select POS

### Tell our readers a little history about Select POS...

Select POS was founded seven years ago with the philosophy of offering a competitive service solution to the Point of Sale environment, specifically Touch Screen terminals from OEMs like IBM and NCR. We have grown and evolved into a multi industry, Component Level Board Repair Service Company servicing POS, ATM and the Medical Industries. A circuit board is a circuit board, whether it is used to dispense cash from an ATM, or dispense medication through an infusion pump.

### What is your mission statement?

“Satisfying the needs of today and into the future... Complete Lifecycle Service Solutions”

### Who are your clients?

Select POS caters to all corners of the mar-

ket, with clients ranging from Resellers, Clearing Houses, and 3rd Party Service Companies right down to the End User in the hospital Biomed Shop.

### How many clients/accounts are you currently assisting?

Our medical client base to date consists of over 200 facilities, and continues to grow on a daily basis as the word gets out on our services and the savings we can provide!

### How long does the process take?

Our average repair time is less than 7 days, with most being completed in less than 5 days! We will work with the individual companies to determine their specific needs and can cater our repair process to meet these needs. Expedited repair services can be accommodated with advanced notice, and there are no additional charges for these services.

### What separates Select POS from your competition?

Of course we like to think that we don't have competition in this market! We work with our clients to help them manage their assets more effectively and stretch the lifecycle of their install base as far as it can go, thus giving them more for their initial investment by providing them the support they need for the Legacy Based or Out Of Production equipment they have. We now provide them with an option to Repair instead of Replace! Most companies are simply trying to sell replacement pieces, parts and even whole units. Our clients appreciate the fact that we are not trying to sell them anything, but merely provide them with a cost effective solution to maintain their existing install base.

### How do you ensure quality?

Every item that comes into our facility is as-

signed a barcode label. This label will track ownership, error codes, repair date and other information needed to ensure the quality of repair and the quickest possible turn time on repairs. We have a complete test unit(s) in place for every device we support for our repair services. We not only repair the boards, but we will install them and complete a minimum burn time of 24 hours before the board is returned. We use the manufactures guidelines to ensure the device is functioning properly and include an evaluation sheet with every repaired board to show exactly the tests performed and whether they passed or failed the tests.

### Are warranties offered? What are the specifics?

All of our medical repairs come with a minimum 6 month, full board warranty. This warranty will cover all board level repairs, excluding physical damage or abuse. To date, we have experienced less than 1 percent of repairs being returned for warranty. We are very proactive in our repair process and will make sure we do everything we can to prevent the board from failing in the future. We track common failures on every board we repair, and if we know a particular component is a common failure, we will replace that component on every board that comes through...even if it is not causing the problem at the time. By replacing common failure components ahead of time, we can help prevent that board from failing in the future!

### What are the average savings a customer can expect?

Our typical savings will range from 30 to 60 percent, up front! But when you consider our repair services, flat rate pricing, and rapid turn times, our clients have found that they are purchasing less equipment than before. The other area of savings that our cli-



Steve Stettler with Select POS repairs the Main PCB Board for the Alaris Signature Infusion Pump

ents are enjoying is the cost of the Biomed Technician...Qualified BMET's are hard to come by and have a cost involved with them. By our clients using us to repair the \$300 infusion pumps, this frees up their technicians to concentrate on the higher dollar and more time critical repairs.

**What other services do you provide?**

Select POS provides board level repair services on more than just infusion pump... through our client's requests, we have grown our services to include Patient Monitors, Pulse Oximeters, Defibrillators, SCD's and Syringe pumps. Our clients have the option to send in the whold device, or just the failed boards, the flat rate remains the same. We can also repair most manufacturers Pump Mechanisms as well!

**What would you describe as your "specialty"?**

Our specialty is simply providing our clients with a cost effective solution to expensive OEM and 3rd party parts providers. Our

clients have come to think of Select POS as just an extension of their own Biomed staff without the additional costs of employee ownership. All of our repairs are done on a Flat Rate price structure and our clients know the cost of the repair before they ever send it in. We never charge for Non-Repairable Items (NRI) or No Trouble Found items (NTF)...we do not have a bench fee or minimum tech time.

**Anything else you would like to add?**

Hospitals have typically relied on the OEM for support of their products by purchasing extended warranties or expensive maintenance contracts. Select POS offers a service solution based on the customers needs...No two clients are the same and we understand that the "One Size Fits All" approach does not work within the medical industry.

*For more information about Select POS and the products and services that they offer, please call (866) 559-3500 or visit www.selectpos.com.*

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