

# neverdown



## ***The problem:***

Heavily restricted product warranties fail to meet NHS needs for maximising capital investment returns and, more importantly, ensuring uninterrupted quality care through EPR solutions.

The NHS requires a service provider that guarantees their carts are always operational.

## ***The solution:***

Neverdown is a service contract that ensures 100% uptime for mobile computer carts by taking full responsibility for keeping the fleet operational. This solution is built on five key principles that form the backbone of our service.

### ***1 Relieve the Burden of Responsibility***

No matter how comprehensive a standard product warranty may seem, the responsibility still falls on the customer. Neverdown takes this burden off the customer's shoulders with a proactive service contract.

### ***2 5 + 5 = 10***

Without regular servicing, mobile carts typically last 5 years, with failures usually confined to certain mechanical and moving parts. With Neverdown, the cart is completely stripped down and rebuilt at the end of the first 5 years, replacing all mechanical and moving parts. This ensures a full 10 years of service under the Neverdown program.

### ***3 On-Site Health check every 6 months***

Every cart undergoes a 27-point cart check and a 14-point power system check every six months. All necessary lubricating, replacement parts, and adjustments are made in line with the warranty.

### ***4 Spare carts***

It is not financially viable to have an Agile technician on-site full-time. Therefore, in the event of a cart malfunction, spare carts are available on-site for immediate swap. As part of the Neverdown program, one cart per 50 purchased is loaned to the customer.

### ***5 Empower your staff!***

The hospital environment is demanding, and staff are under pressure to deliver quality healthcare. It is essential that staff understand how to get the best out of their equipment.

90% of issues arise due to inadvertent misuse. With Neverdown we provide training sessions to bring staff on board with the Neverdown culture.