

COMPLETELY *FOCUSED* ON YOUR WORLD[®]



ENGAGE

RESPOND

EXCEED



**WYNGATE
TECHNOLOGIES[®]**
A Division of Global Med Technologies[®], Inc.

ACCESSIBILITY

SERVICE 360

It's more than a statement. It's a philosophy that Wyndgate lives by. Every member of Team Wyn is completely client focused to assure round-the-clock responsiveness.

SERVICE 360 means working together with our customers to assure Vein-to-Vein® Solutions.

Since 1984 customers have looked to Wyndgate Technologies for safe, secure solutions to their blood tracking needs. We are committed to providing the tools you need to deliver quality healthcare.

When you are operating efficiently and safely, we've done our job. Your success is our success. Together, we make a difference in people's lives.

Behind Wyndgate's software are people who understand the blood banking business. Our people are **Team Wyn**. Behind Team Wyn is a company-wide service commitment we call **SERVICE 360**.



EMPATHY

Everything We Do Revolves Around You

Customizing Wyndgate software is a process that requires care and attention to detail at every step.

During the implementation period, Wyndgate customers are touched by many Team Wyn hands.

From contract signing... To kick-off meeting...

Through installation
and training...

To go-live...



We strive to make each interaction with Team Wyn consistently positive and confidence-building.



Our service goal is to
ENGAGE, RESPOND, AND EXCEED

TOTAL COMPANY
COMMITMENT.

TOTAL CLIENT
FOCUS 24/7.

Every Wyndgate employee
is a SERVICE 360 champion,

empowered and
entrusted to deliver
our service brand.



Each of us takes
responsibility for exemplifying,
supporting and advancing
the principles of the
Wyndgate service brand,
quality policy,
and **Global Focus.**

And ongoing troubleshooting
and support...



Be Safe. Be Sure.

Be Secure.

With Wyndgate.

YOUR EXPECTATIONS



WYNDGATE
TECHNOLOGIES®

Wyndgate SERVICE 360 Characteristics

RELIABLE

Team Wyn members will exhibit determination and focus while consistently providing proper guidance and solutions.

PROFICIENT

Team Wyn members are educated and inspired professionals who are driven to provide innovative solutions that meet or exceed expectations.

ETHICAL

Team Wyn members will provide solutions with a high degree of integrity.

ACCESSIBLE

Team Wyn members are available and approachable to provide solutions 24 hours a day, 7 days a week.

EMPATHETIC

Team Wyn members understand and identify with communicated perspectives and needs to provide appropriate solutions.

RESPONSIVE

Team Wyn members are empowered to respond to every interaction in an efficient and timely manner.



COMPLETELY
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OUR **SERVICE 360** POLICY

Team Wyn members must always project a favorable image of our Company, while striving to elicit a positive emotional response during every interaction, by living the philosophies embodied in our **Global Focus** and SERVICE 360.

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