



Merge services and support

**Your long-term transformation partner for
imaging technology.**

At Merge, we understand that behind every imaging organization is a patient relying on accurate, efficient care. That's why we go beyond providing imaging solutions—we become your transformation partner, committed to your ongoing success in a rapidly evolving environment. Whether you're implementing new technologies, modernizing workflows, or aiming to exceed regulatory standards, our end-to-end services are designed to ensure confidence and excellence in every patient outcome.

Why choose Merge services and support?



A trusted partner for the long-term

Our leading-edge solutions are tailored to meet your specific circumstances and goals. From seamless integrations to expert training and proactive support, our approach is always thoughtful and rooted in deep expertise, ensuring minimal disruption and optimal results for your clinical and technical teams.



Comprehensive imaging solutions with professional services

Merge provides a full range of services designed to deliver the best technology and expertise to your imaging organization, enabling your team to deliver superior patient care every day. We offer implementation, training, consultation, and ongoing, round-the-clock support.



Professional services

Our experienced engineers, clinical application consultants and program managers offer a blend of strategic oversight and hands-on assistance for all your projects. We work closely with your teams to optimize workflows, enhance diagnostic efficiency, and ensure flawless system integrations, so you can meet today's challenges and face tomorrow's with confidence.

- **End-to-end project support:** From setup and execution to delivering measurable workflow improvements.
- **Strategic oversight:** Maintain progress and achieve goals with expert guidance.



Implementation and onboarding

Successfully implementing imaging technology is critical, but it doesn't have to be difficult. Our hands-on approach means minimal disruption to ongoing patient care while maximizing operational efficiency.

- **Tailored deployment:** Whether it's configuring systems, migrating secure data, or integrating with existing EHR or PACS systems, we ensure everything aligns with your organizational needs.
- **Collaborative project management:** Real-time updates and transparency are prioritized at every stage of your project – and beyond after go-live.



Training for confidence and results

We equip your teams with the tools and expertise to make the most of your Merge systems from the start. Hands-on, expert-led training programs ensure both clinical and technical teams gain the knowledge and confidence needed to take advantage of your imaging system's full potential.

- **Role-based training paths:** Courses are tailored specifically for your clinical users and IT professionals.
- **On-demand resources:** Access live training, webinars, and knowledge libraries when you need them.
- **Client success opportunities:** Merge invests in many high-touch opportunities for client success: Merge Communities, Merge User Groups, the Tuesdays with Merge webinar series and Merge Client Newsletters all provide ongoing news and updates so you're always informed. The annual Merge User Conference rounds up the experts from Merge's product and executive teams, as well as business partners, to meet you and your peers from imaging organizations around the US.



Proactive support

Merge offers 24/7 expert-level support to ensure your systems run smoothly without interruption. When issues arise, our skilled engineers are just a call away to provide solutions, guidance, and updates.

- **Direct access:** No operators. No triage. Speak directly with professional support engineers dedicated to solving your problem.
- **Proactive monitoring:** Detect potential issues before they arise, so that action can be taken to reduce or avoid downtime or recurring disruptions. We handle over 2,000 calls per month with live help from extensively trained product experts. Also, approximately 40,000 customer alerts are detected every month by our active monitoring systems. They flag issues that we promptly address to resolve, and prevent downtime whenever possible.
- **Flexible support options:** Merge offers options of support packages for inclusive upgrades, on-site consultations, and personalized alerts.

The Merge difference



A commitment to excellence with proven expertise

With over 30 years in the medical imaging field as a business, our team of expert imaging professionals bring many decades of experience to every client relationship. Whether it's transitioning to the cloud or integrating advanced visualization solutions, or reinforcing your systems for security, we deliver results through practical and proven strategies.

- **Patient-focused approach:** Your patients are central to everything you do, and they are central to everything we do too. From workflow improvements to decision-making support, our solutions--and the services we surround them with--are always designed with patient outcomes in mind.
- **Experienced support team:** We're proud to offer a team of experts who have an average tenure of over 10 years with Merge solutions. They are committed to providing you with solutions to your issues with consistency, reliability, and cutting-edge expertise both on-site and remotely.
- **High customer satisfaction:** Our clients consistently highlight our tailored, proactive approach and reliable support. Many of our client relationships span over 15 years, demonstrating our dedication to long-term, transformational success.
- **Commitment to innovation:** We partner with our clients to trial new innovations in Merge solutions with limited risk, helping your organization stay ahead of industry trends. As an Early Evaluator, or Early Adopter, you can test-drive the next releases of Merge solutions to experience and give valued feedback to new enhancements and updates.



Partner with us

By collaborating with Merge, you're gaining a partner committed to helping your imaging organization thrive in today's competitive landscape while preparing for tomorrow's challenges. Whether you're looking to modernize workflows, reduce downtime, ensure security or bring new efficiencies to your practice, we're here to ensure success every step of the way.

Contact us to speak with a Merge expert or learn more by visiting www.merative.com/merge-imaging/services-and-support



About Merge

Trusted by 6 of the 10 largest U.S. health systems, Merge by Merative empowers healthcare organizations with advanced medical imaging solutions to enhance workflows, optimize care delivery, and help improve patient outcomes. Merge's Imaging Suite, built on a cloud-native foundation, provides solutions for Vendor-Neutral Archive (VNA), PACS, Enterprise Image Viewing and Workflow Orchestration. Merge's portfolio also includes Best in KLAS Cardiology and Hemodynamic Monitoring, and Digital Pathology.

Learn more at merative.com/merge-imaging

About Merative

Merative provides data, analytics, and software for healthcare and government social services. With focused innovation and deep expertise, Merative works with providers, employers, health plans, governments, and life sciences companies to drive real progress. Merative helps clients orient information and insights around the people they serve to improve decision-making and performance.

Learn more at merative.com

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