

GHX Exchange Services

Delivering Continuous Value to Customers

eProcurement through GHX

Global Healthcare Exchange (GHX) provides the technology to enhance the flow of information amongst all members of the healthcare supply chain and the platform to ensure accurate transactional data. Trading through Global Healthcare Exchange leads to improved controls and a reduction in non-value added administrative activities. The GHX Exchange Services package provides customers with the uninterrupted ability to maximise the benefits of electronic trading. Features of this package include:

GHX AllSource™ Product Catalogue

GHX has created the AllSource™ electronic product catalogue, which is at the core of all transactions passing through the exchange. The AllSource™ catalogue provides hospitals with the latest product information in a standardised format, maintained and verified by the suppliers. Through this single access point, suppliers can provide electronic catalogues to their customers. This straight-from-the-source approach ensures the accuracy of GHX's product catalogue and forms the basis for error-free trading.

Partner Connectivity

GHX establishes and maintains connectivity between all participating hospitals and suppliers. This solution enables the participating organisations to trade with their business partners through a single connection. In addition, GHX provides the capability for a large number of electronic transactions. GHX core transactions include:

- ▶ Standard Purchase Orders
- ▶ Consignment Orders
- ▶ Purchase Order Acknowledgements
- ▶ Order Status Updates
- ▶ Advance Shipping Notices
- ▶ Invoices
- ▶ Catalogue Updates
- ▶ Price Requests and Replies

Account Management

The GHX Account Manager is responsible for the administration and management of the GHX solution for the customer. This includes on-going process support, implementation of additional trading partners, catalogue expansion and maintenance, and the resolution of issues. With a focus on maximising benefits, the GHX Account Manager ensures that the solution provided by GHX meets the customer's eCommerce objectives.

(more details overleaf)

Customer Relations

GHX provides Customer Relations support to assist with any queries from our customers. This includes training for hospital and supplier staff to enable confident handling of all functionalities for existing products and services. The GHX Customer Relations Centre is available:

- ▶ Monday to Friday
- ▶ 9 a.m. – 5 p.m. local time
- ▶ 24/7 Emergency Service
- ▶ 0800 – 358 15 58 free-phone
- ▶ International: +32 (0) 2761 4848

Technical Support

GHX provides support to resolve issues related to the technical infrastructure including but not limited to network, application integration, transaction routing, middleware and adapters. These support services are managed through the GHX Customer Relations Centre and Account Management teams. GHX Technical Support can also provide onsite consulting and training services to a customer for an additional fee.

Monitoring

GHX monitors transactions flowing between hospitals and suppliers continuously. In the early stages of electronic trading, each purchase order and subsequent order status is closely monitored to ensure the successful flow of information. As both trading partners grow more confident with the services, universal monitoring continues to ensure a high level of service for all partners.

Software Maintenance

GHX provides continuous improvements to all GHX core functionality and infrastructure of the exchange. These changes are included in the Exchange Services package through regular updates and releases.

About GHX

Global Healthcare Exchange (GHX) was created in March 2000 to improve efficiencies across the healthcare supply chain, allowing participants to streamline their procurement processes and reduce costs. The accuracy of the AllSource™ product catalogue enables GHX to successfully address many of the most common and costly issues inherent in healthcare procurement. Since its inception, GHX has grown significantly, connecting hundreds of hospitals and buying organisations to their respective trading partners in the UK, Germany, the United States, Belgium and Canada. By creating connectivity among participants and demonstrating a commitment to data accuracy, GHX is delivering real value across the entire supply chain.

Global Healthcare Exchange

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