# Customer information questionnaire

## Purpose

The purpose of this document is to describe equipment the customer has, where it is located and how it is used. Please send to [Network@Laerdal.com](mailto:Network@Laerdal.com)

## Customer information

|  |  |
| --- | --- |
| Customer name |  |
| Account Number |  |
| Contact – Administration (name, email and telephone) |  |
| Contact – Simulators/Lab (name, email and telephone) |  |
| Contact – IT  (name, email and telephone) |  |
| Contact – Laerdal Client Exec.  (name, email and telephone) |  |

|  |
| --- |
| How many sites does this organization have? List locations. |
| Which sites will be participating in this project? |
| How many buildings and rooms containing Laerdal simulation equipment does each participating site have? |

## Equipment overview

|  |  |
| --- | --- |
| Type | # equipment |
| SimMan 3G & Essential manikins |  |
| Tetherless manikins (Nursing Anne Simulator, SimBaby, SimNewB, SimMom Tetherless) |  |
| LinkBox based (if possible, separate between LinkBox Plus and LinkBox)  Product includes: SimJunior, Resusci Anne Simulator, Resusci Anne Advanced SkillTrainer, MegaCode Kelly, MegaCode Kid, Nursing Anne, Nursing Kelly, Nursing Kid, Nursing Baby, SimNewB classic, SimMom(v1, v2) | Linkbox:  Linkbox PLUS: |
| SimPads | SimPad:  SimPad PLUS: |
| LLEAP PCs and their current operating system(s): | Quantity of PCs:  Operating systems used: |
| Patient monitor PCs and their current operating system(s): | Quantity of PCs:  Operating systems used: |
| SimStart |  |
| SimView |  |
| SimCapture |  |
| Cameras |  |

## LLEAP

Are ALL of your simulation PCs (instructor and patient monitor computers) running LLEAP?

|  |  |
| --- | --- |
| Yes/No: | Comments: |

## 3rd Party Vendors

Is there a 3rd party vendor that we need to coordinate with during this transition (Audio/Video or otherwise)?

|  |  |
| --- | --- |
| Yes/No: | Details: |

## Floorplan of where/how equipment is

|  |
| --- |
|  |

## Network

Do you anticipate the solution to be a new standalone network, a VLAN using existing network infrastructure, or fully integrating into an existing network?

|  |
| --- |
| Details: |

## Use of Simulators

Please describe any other information that may be relevant below (how equipment is used (in-situ), other site requirements, etc.):

|  |
| --- |
|  |

## Support expectations

Customer IT will be responsible for establishing and maintaining the network, as well as resolving issues that are determined to be network related.

Laerdal will provide guidance regarding specific network requirements, and provide technical support for the Laerdal simulators, Laerdal software, and any other Laerdal equipment.

## Migration

Would you like to be quoted for a full-service migration? A Laerdal Field Service Engineer will come to your site, connect your devices to the new network, and test functionality.

|  |  |
| --- | --- |
| Yes |  |
| No |  |

## Timeline

When do you expect the network to be completed?

|  |  |
| --- | --- |
| Date: | Comments: |