

## Press Release

No. 47us/ May 28, 2008

Page 1 / 2

### **Draeger Medical launches online Draeger Medical Service Community for clinical and biomedical customers**

*Web initiative to provide a streamlined process for round-the-clock access to valuable product information and documentation*

**Telford, Pa., May 28, 2008** – DraegerService, the Service arm of Draeger Medical Inc., has announced the launch of its Draeger Medical Service Community (DMSC). The announcement comes just days before the Association for the Advancement of Medical Instrumentation (AAMI) Annual Conference and Expo, where Draeger Medical will be displaying its new patient-worn telemetry system, Infinity™ M300.

DMSC was designed to address the ever-evolving nature of medical technology and the importance of accurate, updated information. Features and functions of DMSC enable both clinical and biomedical customers to better understand, use and maintain Draeger Medical products. Through a variety of services and modules within DMSC, a user can sort both clinical and technical resources, identifying and locating the most current and relevant information.

“We are excited to have the opportunity to better collaborate with the Biomedical and Clinical community,” states David Karchner, Customer Care Services Manager at Draeger Medical. “The information provided on DMSC will help our customers to maximize the return on their Draeger investment. “

The DMSC launch includes:

- **Draeger Academy** - Provides biomedical and clinical contexts for Draeger Medical products, enabling Draeger employees to better assist customers
- **Parts and Accessories** - Displays all accessories used by a piece of equipment including pictures and item numbers
- **Maintenance and Services** - Provides customers with information about both Contract and non-Contract offerings
- **Service Support Information** - Customers can view the Tech Service Bulletin, Technical Data Sheets, and the Test Equipment required for a given product
- **Contact Us** - Provides hours of operation, phone contacts, and holiday schedules
- **Customer Satisfaction Survey** - Allows customers to provide feedback on Service

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No. 47us/ May 28, 2008

Page 2 / 2

Draeger Medical will expand DMSC to include Best Practice Sharing, Compatibility Charts, an “Ask the Expert” feature, and End-of-Support information as part of Draeger Medical’s commitment to accurate and effective customer service.

For more information or to visit the new online Draeger Medical Service Community, visit [www.draeger.com](http://www.draeger.com) .

### About Dräger

Drägerwerk AG & Co. KGaA is an international leader in the fields of medical and safety technology. Dräger products protect, support and save human life. Founded in 1889, in 2007 the Group achieved sales of 1,819.5 million Euro worldwide and an EBIT of 151.9 million Euro. Today, Dräger employs around 10,000 people in more than 70 subsidiaries worldwide and has representation in around 190 countries. The Dräger Medical subsidiary offers products, services and integrated system solutions which accompany the patient throughout the care process – Emergency Care, Perioperative Care, Critical Care or Perinatal Care and Home Mechanical Ventilation. For more information, visit [www.draeger.com](http://www.draeger.com).

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