

Capabilities Statement

Dräger Services

At Dräger, Improving Critical Care drives everything we do. We understand that US military and VA hospitals depend on our medical devices to save the lives of their patients. That's why we are as committed to quality in our services as we are in our devices.

Core Competencies

SERVICE SUPPORT

- **Flexible post-warranty support options provided through L1 Enterprises, Inc.**, Dräger's only fully authorized Service-Disabled Veteran-Owned Small Business (SDVOSB) reseller of post-warranty maintenance contracts
- **Flexible Service Plans** to meet your needs, including scalable multi-year maintenance contracts, standalone service options, and networked remote service; all service is provided by Dräger's factory-trained technicians and not a third party
- **Professional Services** to help boost your bottom line, including workflow consulting and optimization, alarm management, IT networking, 4-prong implementation teams (project management, clinical, technical and service)
- **On-Site Technical Service Support** available the next business day, due to our extended geographical coverage
- **Customer and Technical Support Services** to help maximize 24x7 live US-based phone support, level 2 and 3 technical support
- **Online Service Connect Portal** for the information you need, when you need it, including software updates/upgrades/distribution, product maintenance documentation and tools, advanced data analysis, PM schedules, online parts catalog
- **Remote Service** for cost-effective maintenance, minimal workflow disruption, optimized device uptime and performance, and convenient device functionality checks
- **Global/Regional Distribution Centers** open 24x7x365 for order fulfillment with 95%+ on-time shipping performance



All services are performed by Dräger's factory-trained technicians, using only OEM planned maintenance and repair parts.



In addition to servicing Dräger medical devices, we also offer extensive IT support.



Dräger was established in the US in 1907. We have a long history of providing critical care solutions to government healthcare facilities that care for patients who have served and continue to protect our country.

GENUINE DRÄGER OEM SERVICE – AVAILABLE THROUGH A CERTIFIED SDVO SB

L1 Enterprises, Inc. (L1), a certified Service-Disabled Veteran-Owned Small Business (SDVO SB), is Dräger's only authorized reseller of post-warranty maintenance contracts. These services are performed by Dräger's factory-trained technicians, using only OEM planned maintenance and repair parts.

This partnership ensures that your life-sustaining equipment is serviced by Dräger, which rigidly maintains the highest possible standards and only uses OEM parts.

PROVEN PERFORMANCE

Dräger military installations include planned, configured and implemented Risk Management Framework (RMF), certified Anesthesia Monitoring and Recording Device (ARMD), and Innovian® Anesthesia throughout all of DoD's Military Treatment Facilities (MTFs) worldwide. This system is remotely, proactively supported, worldwide, via Dräger's DISA-approved B2B Gateway connection.

DRÄGER GOVERNMENT PROFILE

Dräger manufactures anesthesia equipment used in VA Medical Centers (VAMCs) and DoD Military Treatment Facilities (MTFs) and is a leading provider of critical care ventilators in VAMCs. Many VISNs have standardized on the Dräger Innovian® Anesthesia Record Keeping (ARK) system. Founded in 1889, Dräger is an international leader in medical and safety technology and is present in over 190 countries.

L1 ENTERPRISES GOVERNMENT PROFILE

Established in March 2007, L1 Enterprises is a Service-Disabled Veteran-Owned Small Business (SDVO SB) providing medical equipment, supplies, and support services to the Federal Government. L1's strategic partnerships with top manufacturers like Dräger derive from more than 20 years of experience in federal healthcare. These partnerships enable L1 to provide our clients with a responsive and personalized layer of customer sales and support and access to thousands of products. Our products range from capital equipment to disposables and support all care areas of a healthcare facility.

Mentioned Trademarks are only registered in certain countries and not necessarily in the country in which this material is released.

Go to www.draeger.com/trademarks to find the current status.

COMPANY DATA

L1 ENTERPRISES, INC.

SDVO SB Partner for Extended Service Support

L1 Enterprises

Business Size Classification

Service-Disabled Veteran-Owned Small Business (SDVO SB)

Federal Tax ID (TIN) 20-8709736

DUNS (D&B): 800190782

CAGE Code 4SEC9

NAICS Codes 334510, 423450

Government Contract Vehicles

FSS Schedule 65 – IIA

Contract #36F79719D0097
(02/15/2019 - 02/14/2024)

DLA/ECAT

ECAT #SPE2DH-21-D0050

DAPA #SP0200-08-H-0031

DAPA #SP0200-11-H-0028

Government Credit Card

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