



Draeger, Inc.
3135 Quarry Road
Telford, PA 18969

Dear Valued VA Customer:

We would like to inform you that Innovian Anesthesia Version 6.x, specifically designed to meet the needs of VA Medical Centers, also referred to as the ARK, will be reaching its “End of Life” (EOL) period effective **12/31/2022**. While EOL signifies the end in the useful life of these versions of Innovian Anesthesia, it also represents an opportunity for you to take advantage of special promotions and upgrade paths to newer versions.

Path for Customers with a Support Contract

Based on contract terms, Dräger will offer Innovian Anesthesia Version 6.x customers under an active support contract a license(s) to a newer version of Innovian Anesthesia (currently at Innovian Anesthesia Version 8.0) at no additional charge. Professional services fees will apply and existing hardware should be jointly evaluated to validate the capability to support the new features OS platforms and SQL version required by Innovian Anesthesia Version 8.0.

Path for Customers without Support Contract

Customers not under an active support contract will be provided an upgrade quote which will include Innovian Anesthesia licenses and professional services costs. Customers may take advantage of a discounted license fee when coupled with Dräger’s Proactive Tier Support Agreement (as described below). A support contract will be offered and included in the quote.

Innovian Anesthesia Support

Basic plus Proactive Maintenance: Consists of a standard support agreement and proactive maintenance which includes: 24x7 telephone support from the Dräger call center, remote login to servers and clinical workstations (CWS) to diagnose and repair reported problems, technician dispatch when needed, Innovian version upgrades per the agreement, data replication, Innovian Anesthesia server and CWS reboots, online and offline server and CWS status reports, production database backups, system resources, HL7 interface services (e.g., processes, directories, and queues), Windows event logs for errors and warnings, free disk space and health, and SQL server services and processes. A full report will be e-mailed to the designated VAMC contact.

All issues discovered will be addressed by the preventative maintenance technician by repairing the issue, opening and escalating a ticket to the support desk, or notifying VAMC personnel.

If you have any questions regarding service support for Innovian Anesthesia or regarding Dräger’s other product offerings, please contact customer service at 800-437-2437, and you will be directed to the appropriate sales or service representative. Customers planning to upgrade to Innovian Anesthesia or beyond should contact their Account Executive for detailed information regarding the upgrade process, quotes or questions.

Sincerely,

David Karchner
Sr. Director of Marketing, North America
Draeger, Inc.