SimCapture Services

Our Turnkey AV Packages and Implementation Services provide a seamless experience from initial Design walkthrough to Implementation, Training and Support. Our team has helped design and construct the audiovisual needs of over 500 simulation centers worldwide providing experience and expertise that is unmatched in the industry and can be leveraged for any simulation center project, regardless of its size and scope. We will help you get started quickly and efficiently so you can start seeing the return on investment of SimCapture.

Services to help you learn, create and succeed

	PRO	ENTERPRISE	CCM
PRO			
Ideal for new or smaller simulation centers seeking an affordable solution to record, debrief and track simulation learning.	For larger or more established simulation centers that need to manage, assess and report on departments, learners and events.	The Central Control Module is ideal for standardized patient programs and inter-disciplinary simulation centers utilizing OSCEs that require large-scale workflow automation.	

Services	PRO	ENTERPRISE	CCM
AV Integration *if Turnkey is purchased*	✔	✔	✔
SimCapture Implementation			
• SimCapture Installation	✔	✔	✔
• Virtual Instructor Led Training (VILT)			
- Utilizing SimCapture Admin Setup	✔	✔	✔
- Utilizing SimCapture Features & Functions	✔	✔	
- Utilizing SimCapture Calendar & Reporting		✔	
- Utilizing SimCapture Courses & Evaluation		✔	
• Utilizing SimCapture Enterprise + CCM Onsite Course			✔
Teaching with SimCapture Course	Recommended	Recommended	Recommended

Audio Visual Packages and Turnkey Installation

• With our 20+ customizable audiovisual turnkey packages, we want to help you maximize your investment with SimCapture and achieve your goals, regardless of the size and scope of your simulation center design. These packages offer broadcast quality audiovisual equipment with HD video and audio.

• Turnkey AV packages include hardware, software and professional installation of the AV components.

SimCapture Implementation

Implementation Services include a combination of SimCapture installation and training conducted by SimCapture experts. These Services will get your program off to a healthy start for maximum utilization and efficiency.

Installation

• Whether you are transitioning from SimView to SimCapture or installing a new SimCapture system, a professionally trained technician will visit your facility to setup your SimCapture system. From verifying network connectivity and configuring AV to integrating manikins/simulators our installation team will help ensure your facility is ready to start utilizing SimCapture.

Training Overview

These two-hour virtual courses are instructor-led collaborative sessions delivered through a web-based format. The goal of these training sessions is to provide participants with foundational skills essential for the operation of the SimCapture system.

Utilizing SimCapture Administrator Setup

The focus of this course is on the understanding of Configuration, Users and Security, and Recording and Sessions that are available to an organization. This course is intended for System Administrators or those responsible for system set-up and administration.

Utilizing SimCapture Features & Functions

Upon completion of this training, participants should possess the skill necessary to operate the SimCapture system. This training is targeted toward Faculty and is focused on providing the tools necessary to support and advance their educational goals based on current operational abilities.

Utilizing SimCapture Calendar & Reporting

Upon completion of this training, participants should possess the skills necessary to operate the SimCapture Enterprise system to request reservations, schedule reservations, and utilize the calendar and reporting functionality.

Utilizing SimCapture Courses & Evaluation

Upon completion of this training, participants should possess the skill necessary to operate the SimCapture Enterprise system to request reservations, schedule reservations, and utilize the calendar and reporting functionality. This course is targeted toward the System Administrator and Faculty/Employees who will be responsible for the creation and delivery of supplemental educational material that enhances assessment of simulation-based learning.

Onsite Training

Onsite training allows for a personal and customized experience with one of our highly knowledgeable and thorough trainers.

Teaching with SimCapture

This is a 1-day course delivered by a SimCapture Specialist at the customer site. The course is designed for up to eight participants and allows participants to learn how to run and record a session, create a SimCapture scenario, use reports, and how to use SimCapture for debriefing. The goal of this training is to reinforce best practice in simulation-based education with a focus on SimCapture operations. Hands-on activities will help faculty familiarize themselves with the system and its applications for learners.

Utilizing SimCapture Enterprise + CCM

This is a 2-day course delivered by a SimCapture Specialist at the customer site. The course is designed for up to eight participants and allows participants to learn how to better understand the Enterprise platform and the capabilities of the Central Control Module (CCM).

SimCapture Services

Our friendly and knowledgeable team is focused on making the transition from installation to operation a seamless and stress-free experience. An implementation path will consist of:

Project Kickoff

Project Kickoff:

Our Project Coordination team will guide the journey to successfully installing and implementing SimCapture. A Project Manager will hold your hand through the process of getting SimCapture installed in your center. They will review your floorplan, work with our audiovisual design team and ensure all equipment is implemented. The Project Coordination team comes with a wealth of knowledge and expertise and they ensure you are ready for success.

Installation and Implementation

Installation and Implementation:

From turnkey AV installation to SimCapture integration, clients can expect the work to be completed by one of our AV specialists. Our Technical Services team is skilled in IT, security, audiovisual, and networking so that they can help clients navigate the nuances of their simulation workflow.

Education and Training

Education and Training:

Our Educational team provides a full range of training services designed to help you succeed from day one. Our friendly and knowledgeable training staff are focused on making the transition from installation to operation a seamless and stress-free experience.

Go Live Support

Go Live Support:

The audiovisual equipment and manikins are installed, SimCapture is in place, and the students are arriving. Now what!? With Go-Live assistance, our support team will be on hand the day of your first simulation or exam to ease the stress. We will ensure the day goes as smoothly as possible and will leave you with the tools to be successful.

Success Managment

Success Management:

Our Customer Success Managers act as a client's advocate within Laerdal interacting with every department including, but not limited to, technical support, product development, finance and training. Their goal is to be a client's primary point of contact for any questions or concerns in a constant effort to ensure a customer's success and overall happiness with SimCapture and Laerdal's service. They are a client's go-to contact and they will keep you up to date with important product information.

Ongoing Support

Ongoing Support:

Our SimCapture Support team is 100% North American based and is just a call or email away. Support is available Monday through Friday 8:00 am-8:00 pm and Saturday 10:00 am-6:00 pm (Eastern) 877-LAERDAL (523-7325) or customerservice@laerdal.com.

Laerdal.com/SimCapture

Laerdal helping save lives | **B-LINE MEDICAL** A LAERDAL COMPANY