

WahlTek, Inc. provides innovative solutions tailored to the individual information management needs of our clients. Our primary focus is

on healthcare document management, emergency and call center communications recording and other mission-critical voice and data processing tasks demanding speed, accuracy and dependability.

At WahlTek we don't just sell products – we implement solutions.

Building on over 60 years of experience in the document management business, we work in close collaboration with clients to develop innovative, yet practical, solutions to achieve desired results.

Our consultative sales approach ensures that we understand our clients' unique needs and are able to support the entire process – from inception to implementation, from initial training to on-going service and support.

As an independent distributor for multiple product lines, from multiple vendors, WahlTek has the ability to customize the best solution for individual applications and provide excellent value in terms of price performance. We offer solutions that are right for our clients – not what is best for us.

WahlTek offers a unique advantage in that we are locally owned and managed. Clients interface directly with the owners of the company, who have a vested interest in seeing them succeed. And because the principals of the company are actively involved in the day-to-day operation of the business, we have the ability to address issues quickly and respond decisively to our clients' requests.

Today, WahlTek's clients include major healthcare organizations, county and municipal hospitals, physician group practices, emergency medical services, E-911 dispatch centers, customer service call centers, insurance companies, law firms, and government facilities. We are extremely proud of the fact that many of our client relationships have been ongoing for many years, which is reflected in our customer retention rate that exceeds 95%.

When it has to be right, you can depend on WahlTek to document your words...exactly!



WahlTek INC.
Your words . . . exactly



Brent Spurgin, Senior Vice President;
Bruce Fagerstrom, President;
and Steve Gardner, Vice President

Collectively, the principals of the company have over 75 years of management experience in hardware and software sales, project management, technical service, and support.

Umbrella of Products and Services

WahlTek prides itself on providing continuity in an industry marked by constant change. As each generation of new technology evolves, WahlTek differentiates the real innovations from the clever, but unnecessary, gadgets. When new technology truly demands it, WahlTek helps clients rethink their approach to voice and information management and offers functional, innovative solutions.

WahlTek's comprehensive umbrella of products and services allows us to provide customized solutions to meet each client's unique needs. And because WahlTek has carefully partnered with proven companies in the information management industry, we have access to multiple products and services from a variety of sources. We are not limited to a single supplier with a limited product line.

WahlTek's Business Divisions

- Healthcare
- Commercial
- Recording Systems
- Professional Services
- Technical Service and Support

Healthcare

Our healthcare products range from comprehensive, enterprise-wide systems that support an entire healthcare facility's document management requirements to stand-alone units that support a single office or department.

Our vendor partnerships supporting the healthcare field include Crescendo Systems Corporation and Lanier Healthcare, Inc.

Crescendo Systems Corporation

provides state-of-the-art solutions for the transcription and dictation industry. Excelling in open

network systems solutions, Crescendo offers products that address all aspects of voice processing and transcription.

Crescendo's integrated suite of products include:

- **DigiScribe-XL** – an innovative and comprehensive PC-based digital dictation system
- **MedRite-XL** – an integrated system for transcribing human voice from oral to written form
- **MD Center-XL** – automates the process of authenticating patient treatment

Lanier Healthcare, Inc.

is a leading national provider of solutions and services that meet the document management needs of today's healthcare industry.



Lanier's comprehensive portfolio of open systems solutions include:

- Cquence® Voice Xchange Platform (VXP) – a state-of-the-art digital dictation and document workflow system
- SpeechQ™ and TalkStation™ – powerful integrated speech recognition systems
- DocQment Enterprise Platform™ – a comprehensive health information management system

Commercial

The commercial division at WahlTek provides dictation and transcription products and services to meet the document management needs of law firms, insurance companies, and government facilities. Customized solutions are available from Lanier or Crescendo to meet document management needs at all levels – from enterprise-wide digital dictation systems to individual portable digital recorders.

Recording Systems

WahlTek's recording systems division provides state-of-the-art digital voice and data recording solutions, coupled with integrated quality evaluation tools for public safety dispatch centers,

commercial call centers, insurance companies, financial institutions, and a variety of other applications.

Our vendor partners include Mercom Systems, Inc., Verint Systems Inc., and Eventide.

Mercom Systems, Inc.

sets the pace for technology leadership, performance, and ease of use in multi-media recording and evaluation solutions. Mercom products are built on the latest industry-standard technologies and off-the-shelf components to protect client investments and to allow straightforward hardware and software upgrades.



Verint Systems Inc.

is a leading provider of analytic solutions for communications interception, digital video security and surveillance, and enterprise business intelligence. Verint software generates actionable intelligence through the collection, retention and analysis of voice, fax, video, email, Internet, and data transmissions from multiple communications networks.

Eventide

manufactures an extensive line of digital voice logging and instant recall recorders that have a proven reputation for dependability, ease of use, and maintainability. Thousands of Eventide recording systems are deployed in public safety and emergency dispatch centers, financial institutions, broadcast radio stations, and other commercial applications.



Professional Services

Medical Transcription Services

Medical dictation and transcription is a mission-critical function for healthcare providers and is essential to providing high quality medical care. WahlTek is focused on the technology and economics of medical transcription outsourcing and offers a variety of options to meet client needs at any level.

Outsourcing options range from overflow support on an "as needed" basis only, to full responsibility for day-to-day transcription services for individual departments, multiple departments or entire healthcare organizations.

WahlTek uses state-of-the-art technology for secure access and can install digital dictation systems or make use of a client's current



dictation system to transmit critical patient medical information. We are dedicated to providing timely, accurate medical transcription services with rapid turn-around times.

Professional Consulting

WahlTek offers professional consulting services that go beyond the scope of a WahlTek-delivered application. We have the expertise to develop information technology solutions, assist with implementation of consulting recommendations, and provide continued project support on an individual basis as requested by clients.

Our professional consulting services include:

- Network consulting
- Network implementation
- PC deployment
- Operating system upgrades

“ Bryan LGH Medical Center began working with WahlTek in 1995 with the installation of transcription and dictation systems. Our organization has experienced massive growth since then and WahlTek has stood by our side, not only to provide the products and support necessary to see us through and meet our ever growing needs, but also to provide guidance and direction to help us reach our goals.

WahlTek is reliable, committed to quality, knowledgeable about the products they service and support, and has always exhibited the highest degree of integrity in assessing the product needs of our organization. The support WahlTek provides is of the highest caliber – they do whatever it takes to resolve any issues or problems. And, WahlTek is one of the few who provides ‘a personal touch’ by having a local service representative available to come on-site when needed.

As we look to the future and plan for yet another dictation upgrade, I know with certainty that WahlTek will have our best interest in mind and are committed to being fiscally responsible, while at the same time providing high quality products, services, and support.”

Leigh Anne Frame, Transcription Manager
Bryan LGH Medical Center

Technical Service and Support

At WahlTek, unparalleled service and support is a top priority. We respect the business demands our clients face. We understand that quality of service is extremely important in mission-critical functions such as health information management, business

transaction recording, and emergency 911 dispatching. In addition, we recognize that patient diagnosis and treatment, hospital accreditation, medical billing and reimbursement depend on timely, accurate health information and voice recording systems. Our local team of experienced professionals provides technical service and support to our client organizations when and where they need it most – the right expertise, at the right time, at the right place.



The underlying technology of dictation, transcription and recording systems is constantly evolving. WahlTek continues to invest extensively in the technical expertise necessary to provide state-of-the-art voice and information management solutions.



WahlTek INC.

Your words . . . exactly

To learn more about how WahlTek's comprehensive umbrella of products and services can benefit your organization, please contact us today.

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WahlTek, Inc. Business Divisions

- Healthcare
- Commercial
- Recording Systems
- Professional Services
- Technical Service and Support

*At WahlTek, we take our mission seriously:
"To meet our clients' voice and information
management needs – and exceed their
expectations – by providing innovative,
customer-driven solutions, state-of-the-art
technology, and legendary service and support."*