

news release

For immediate release

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METRO INTRODUCES ENHANCED SERVICE PROGRAM AT ASHP MIDYEAR CLINICAL MEETING & EXHIBITION

Metro ESPSM Allows Customers to Create a Customized Service Program to Protect Their Technology Investment.

WILKES-BARRE, Pa. (December 5, 2011) – Metro, a world leader in providing technology, storage and transport solutions for healthcare facilities, today introduced the Metro ESPSM Enhanced Service Program. Designed to protect the investment of its customers throughout the entire lifecycle of their products, Metro ESP offers a variety of options that can be tailored to a customized service plan. Metro introduced this enhanced service program at the American Society of Health-System Pharmacists (ASHP) Midyear Clinical Meeting & Exhibition, December 4 – 8 in New Orleans, Louisiana.

“Metro is committed to providing the best customer experience possible by delivering innovative healthcare products combined with responsive, high-quality service,” said Rob Sobie, vice president of healthcare marketing at Metro. “Whether a facility has one Metro product or a few thousand, we understand how critical each component can be to a hospital. Metro has the knowledge, tools and hands-on expertise to support the service needs of our customers and protect their technology investment.”

The flexibility of Metro ESP allows customers to create a customized service program from the following components:

- **Metro AdvanceSM for Installation & Deployment**
Metro’s certified technicians ensure proper installation of all critical components while providing training for clinicians and support personnel.
- **Metro MaintainSM for Preventative Maintenance**
Timed inspections by Metro’s trained and certified technicians help lower total cost of ownership and maximize the life of the customer’s investment.
- **Metro CareSM for Ongoing Support**
Customers have access to Metro’s premium, U.S.-based phone support to ensure their systems are continually updated with the latest bug fixes and patches.
- **Metro AssuranceSM for Extended Warranty**
Extended warranty options and rapid response from Metro safeguard your equipment against unplanned downtime and keep clinicians efficient.
- **Metro OutlastSM for Upgrades & Retrofits**
Technology upgrades from Metro provide additional years of use for a fraction of the cost of buying new.

In addition to the Metro ESP Enhanced Service Program, Metro's booth (#313) is showcasing solutions for nearly every department in healthcare, long-term care and alternative care facilities, from automated medication and supply dispensing to mobile computing and specialized procedure carts.

For more information on Metro and its diverse breadth of healthcare products, visit <http://www.metro.com>

About Metro

For more than 80 years, Metro has been the world's leading manufacturer of technology, storage and transport products in commercial products, food service, healthcare and consumer products. Committed to understanding the needs of customers and channel partners, Metro provides complete solutions that optimize space, improve workflow and ensure overall safety. InterMetro (Metro) is a division of Emerson.

About Emerson

Emerson (NYSE: EMR), based in St. Louis, Missouri (USA), is a global leader in bringing technology and engineering together to provide innovative solutions for customers in industrial, commercial, and consumer markets through its network power, process management, industrial automation, climate technologies, and tools and storage businesses. Sales in fiscal 2011 were \$24.2 billion. For more information, visit <http://www.emerson.com>.

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