HEALTHCARE DEVICE RECALL READINESS PARTNER PLAYBOOK

For Technology Advisors, MSPs, and Healthcare Integrators

Help healthcare clients move faster when recalls, FDA notices, manufacturer alerts, or cybersecurity advisories affect connected medical devices.

Partner opportunity snapshot

Healthcare recall readiness is a strong entry point because it starts with an urgent, familiar problem: teams need to know what is affected, where it is, whether it is active, and what needs attention first. For partners, that creates a focused first engagement with a clear expansion path.

Ideal customer

- Mid-size health systems
- 2–4 hospitals plus outpatient facilities
- Distributed device environments
- Device data spread across systems
- Manual recall response processes

Recall Readiness Assessment

- Evaluate recall response readiness
- Review device visibility gaps
- Validate firmware and software visibility
- Identify operational workflow bottlenecks
- Create roadmap for next steps

Expansion opportunity

- Operational response readiness services
- Cyber operational readiness
- Coordinated response workflows
- Operational resilience services
- Managed operational intelligence

Why healthcare recall response is difficult today

Healthcare teams often have the information needed to respond to recalls and cybersecurity alerts.

The problem is that the information lives in too many places.

Device records, software details, network activity, location, ownership, and clinical context are often spread across separate systems and teams. During a recall, teams need those details quickly. In many environments, they still have to assemble the answer manually.

Common operational challenges

- Device records live in multiple systems
- Active devices are hard to confirm
- Location data may be outdated
- Software and firmware versions are difficult to verify
- Teams work from different views
- Response depends on manual follow-up

Why inventory alone is not enough

A recall does not only ask what the organization owns. It asks:

- Which affected devices are still in use?
- Where are they right now?
- What software or firmware are they running?
- Which departments, sites, or workflows are affected?
- What needs to happen first?

Most tools answer part of this. Few connect the full picture.

Why cybersecurity alerts raise the stakes

Cybersecurity advisories often require teams to confirm whether affected devices, software versions, firmware versions, or operating systems are active in the environment.

That means teams need to connect:

- Device identity
- Software version
- Firmware status
- Network presence
- Operational dependencies
- Patient-care impact

When those details are disconnected, response slows down.

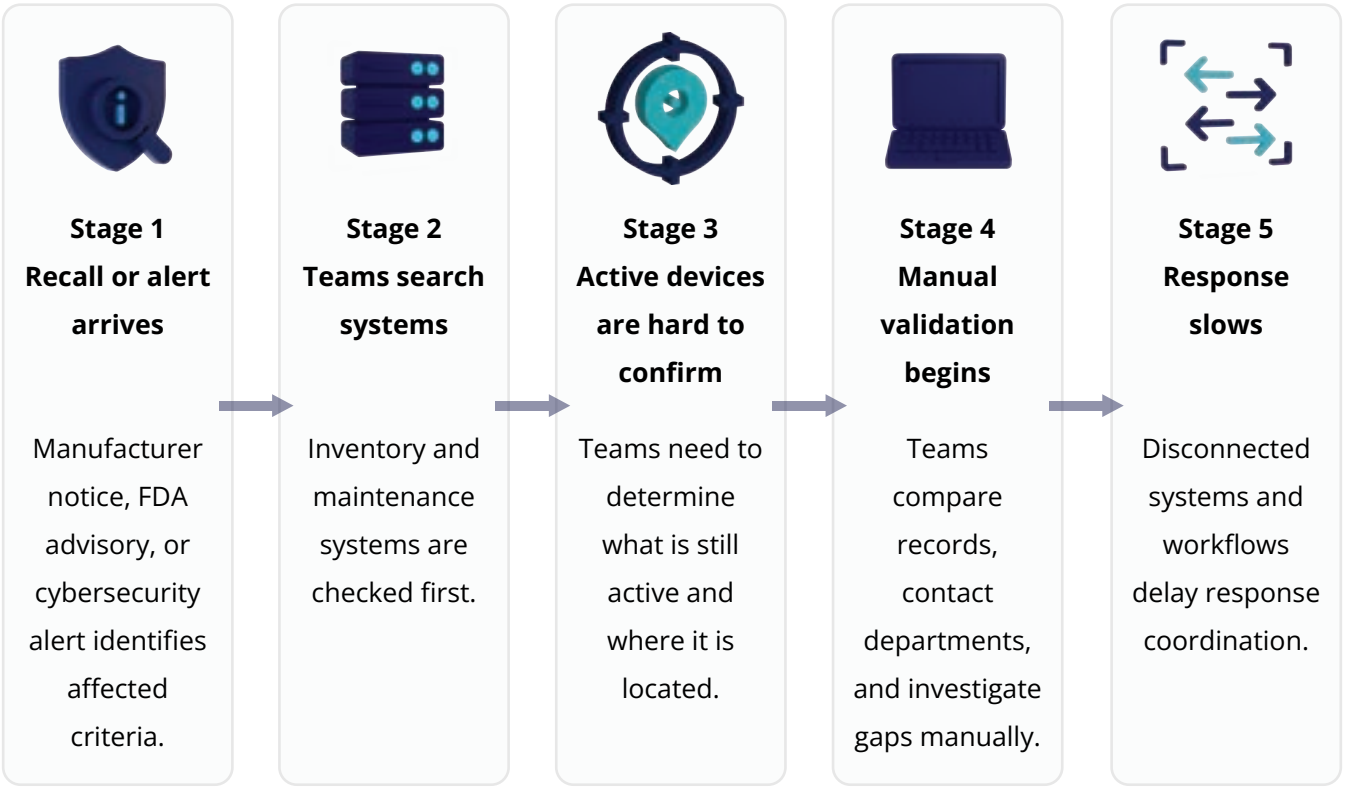
Fragmented vs connected operational visibility

Disconnected healthcare visibility	Connected operational intelligence
Data healthcare teams must search across: • Inventory systems • Maintenance systems • Network tools • Clinical systems • Spreadsheets • Separate teams	Context WanAware helps connect: • Device identity • Firmware and software visibility • Location • Ownership • Network activity • Operational context

What recall response looks like in practice

This is the workflow partners should listen for during discovery.

Recall response workflow



Questions partners should ask healthcare clients

Primary discovery question

"When a recall happens, how quickly can your team identify what is still active and where it is?"

Discovery and qualification checklist

Discovery Questions

- How do you identify affected devices today?
- Can you confirm which devices are still active?
- Can you verify current location quickly?
- How do you validate software or firmware versions?
- Which systems contain your device records?
- Which teams participate in recall response?
- How much of the process is manual?
- How long does recall validation typically take?

Strong Fit Indicators

- Device data exists across multiple systems
- Inventory records are difficult to validate
- Teams rely on spreadsheets or email chains
- Firmware visibility is limited
- Cybersecurity alerts require manual investigation
- Departments maintain separate records
- Response depends on institutional knowledge

Recommended first engagement

Recall Readiness Assessment

The best first project is a focused Recall Readiness Assessment.

This gives healthcare clients a practical way to evaluate response gaps without starting with a large transformation project. It also gives partners a clear, sellable engagement that can expand into ongoing visibility and operational intelligence services.

Section 1
Stakeholders

- Clinical engineering
- Biomedical engineering
- IT operations
- Security teams
- Infrastructure teams
- Compliance leaders
- Operational leadership

Section 2
Assessment Scope

- Device visibility
- Active versus recorded devices
- Firmware and software visibility
- Recall workflow gaps
- Team coordination
- Operational visibility limitations

Section 3
Deliverables

- Recall readiness findings
- Device visibility gap analysis
- Firmware and software visibility review
- Workflow recommendations
- Expansion roadmap

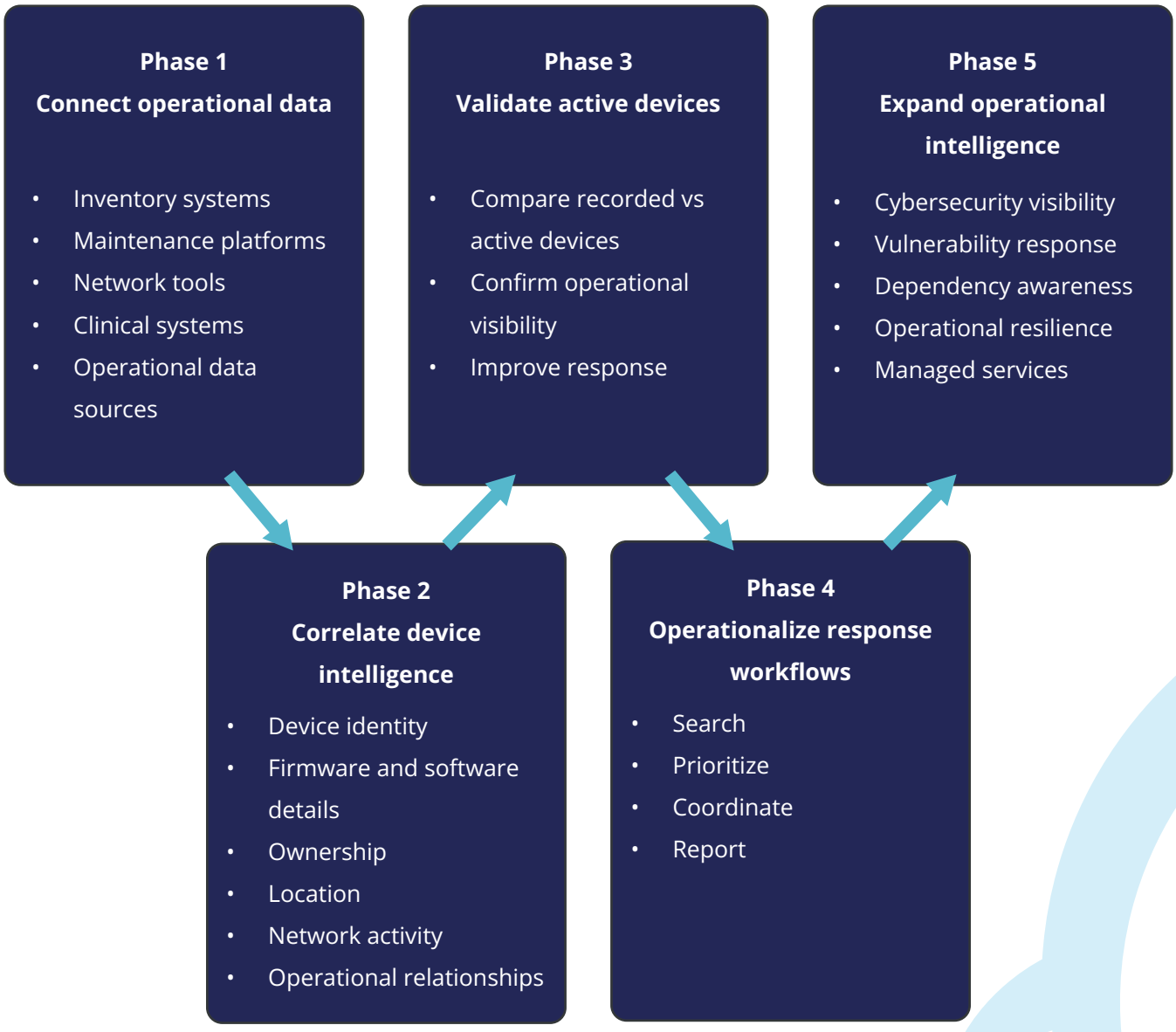
Section 4
Customer Outcomes

- Faster device identification
- Better visibility into active devices
- Stronger firmware awareness
- More coordinated workflows
- Reduced manual investigation

How WanAware supports recall readiness

WanAware helps partners connect the data healthcare teams need during recalls and alerts.

Instead of forcing teams to replace existing systems, WanAware connects across them to create a more complete operational view.



Why this is partner-friendly

WanAware supports a no rip-and-replace approach. Partners can improve visibility across systems clients already use, then expand into higher-value services over time.

Why WanAware is different

WanAware is built for operational environments where critical information lives across disconnected systems.

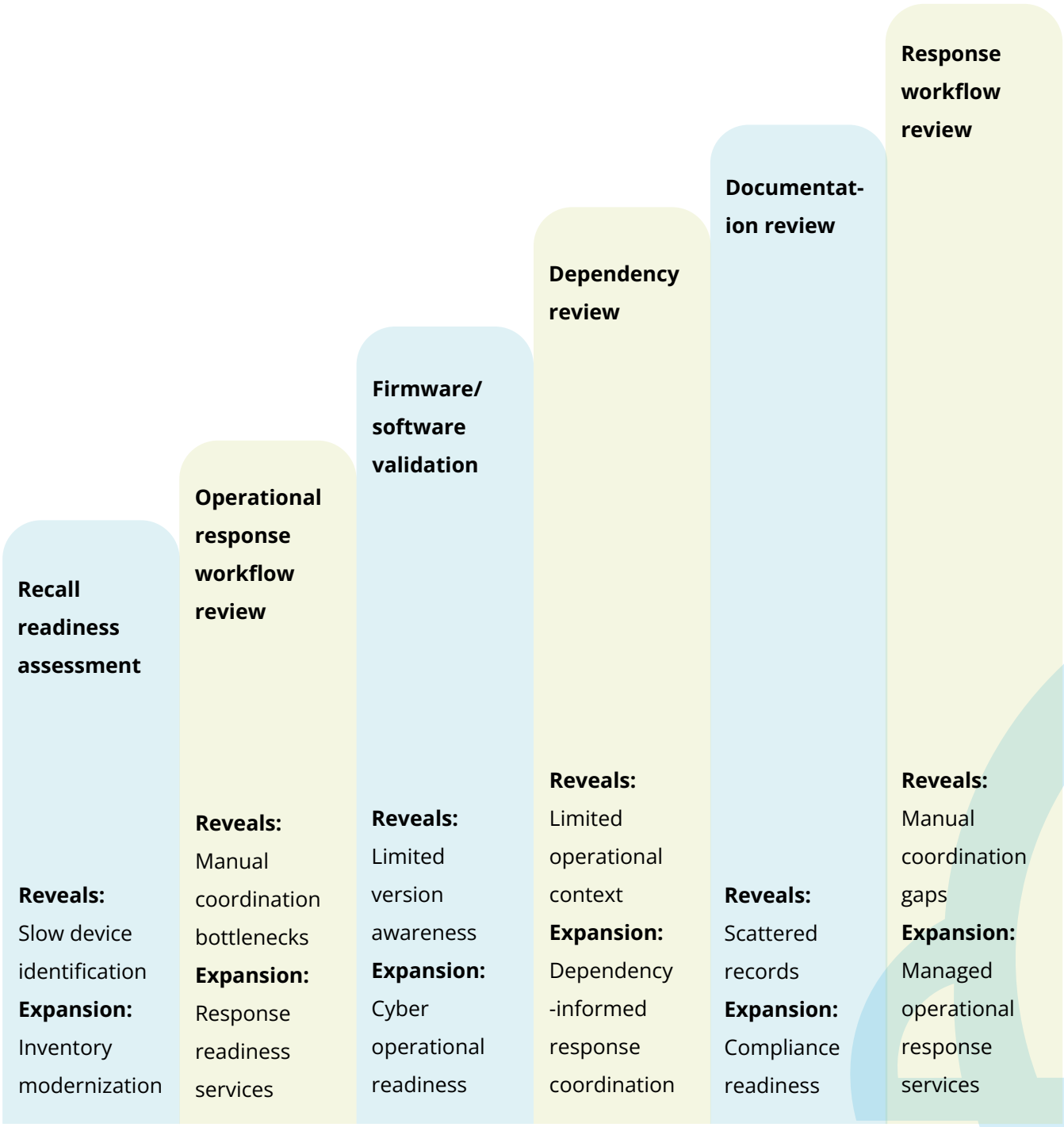
Differentiator	Why it matters for recall readiness
Agentless deployment	Supports visibility without installing software on clinical devices.
Schemaless architecture	Helps connect varied data sources without forcing one rigid model.
Relationship graph	Shows how devices, systems, owners, locations, and dependencies relate.
Integrated operational intelligence	Connects device context to action and prioritization.
No rip and replace	Works with existing healthcare systems and records.

Healthcare teams need more than inventory records. They need connected operational context.

Expansion roadmap

A recall readiness assessment often reveals broader visibility and coordination gaps.

Partners can use those findings to expand into long-term operational intelligence services.



Expansion message for partners

Start with a specific, urgent problem. Show value quickly. Then expand into visibility, cybersecurity, resilience, and operational intelligence services.

White-labeled service opportunities

WanAware gives partners a way to package healthcare operational intelligence under their own brand.

- Recall readiness assessments
- Device visibility services
- Firmware and software validation
- Cybersecurity visibility reviews
- Compliance readiness programs
- Operational resilience assessments
- Quarterly readiness reviews
- Managed operational intelligence services

Why this creates recurring revenue

Recall readiness is rarely a one-time issue. Device environments change, software versions change, alerts continue, and operational dependencies evolve.

That creates a natural path into recurring services.

Quick-start delivery motion

Use this 30-day motion to turn the playbook into a client engagement.

Week 1	Week 2	Week 3	Week 4
Discovery workshop	**Device visibility review**	**Recall readiness assessment**	**Findings and roadmap**
• Recall response workflow review • Stakeholder identification • Current systems review • Known visibility gaps	• Device record review • Active device visibility • Source-system coverage • Firmware and software awareness	• Response speed evaluation • Manual workflow analysis • Coordination challenges • Prioritization review	• Readiness findings • Visibility recommendations • Expansion opportunities • Ongoing services roadmap

Already a WanAware partner?

Use this playbook to start healthcare recall readiness conversations and identify first-project opportunities.

Not yet a partner?

Become a WanAware Partner to deliver healthcare operational intelligence services.

Become a Partner

www.wanaware.com