

The background of the advertisement features two men in white shirts. The man on the left is wearing a headset and looking towards the left. The man on the right is leaning over his shoulder, looking at the same point. The Siemens logo is in the top left corner. A dark blue banner at the bottom contains the title and tagline.

**SIEMENS**

# Siemens Remote Service for Ultrasound

The support you need at the moment you need it

Answers for Life.

# Siemens Remote Service for Ultrasound

Experience advanced levels of system performance and reliability with Siemens Remote Service (SRS) for Ultrasound, a real-time remote service that connects your ultrasound system with Siemens' global team of technical and applications experts. Delivered through a secure, high-speed network, SRS is designed to save valuable clinical time and improve productivity and workflow.

SRS supports your system by resolving issues as they arise to prevent unscheduled service visits. You experience faster response time and greater system availability — giving you the ability to serve more patients without worry or interruption.

## Experience high levels of productivity and throughput

- **Faster service response**  
Stay focused on your patients, and let Siemens experts remotely diagnose and resolve issues.
- **Greater system uptime**  
Maintain high clinical productivity and uptime with minimal workflow interruptions.

## Enjoy optimal ultrasound system performance

- **Global expert technical support**  
Have continuous access to expert support from Siemens, with an action plan for problems that require an on-site visit.
- **Real-time and interactive applications support**  
Get the assistance you need right when you need it from our Clinical Applications Specialists — including real-time image quality assessment and protocol optimization to enhance workflow.
- **Easy and flexible connection options**  
Choose from multiple options available for a secure, high-speed network connection to your mobile ultrasound system, including Internet-based Connectivity.

## Have confidence that your system is secure and compliant

- **Security that delivers confidence**  
Know that your data and system are safe from network intrusion. SRS is certified as a highly secure infrastructure, working with Siemens' Ultrasound System Security (USS) to offer comfort and peace of mind.
- **Protection that assures you of compliance**  
Have visibility into what is happening with your system at all times with a permissions-based approach to patient data.







## **An affordable cost structure offers exceptional value**

**Receive all the benefits of SRS in your existing service agreement**

**Receive additional service without additional cost**  
SRS is included in existing ultrasound service agreements for no additional charge. Additionally, Siemens assumes the cost of state-of-the-art SRS infrastructure — without the need to allocate more budget.

## **Flexible connection methods ensure that you are supported at all times**

**Maintain the best possible working environment with active support**

### **IBC (Internet-based Connectivity)**

A great choice for mobile systems, IBC connects your ultrasound system to the SRS portal through an internet connection following the SRS Security Concept. This connection method requires no fixed IP address and no hardware connection, making it the easiest way to connect to SRS.

In addition to IBC, VPN (Virtual Private Network) Broadband is also used to support different clinical settings. We highly recommend an IBC or a VPN Broadband solution for the highest level of security, data transfer quality, and access to all SRS-based services.

## **A dedicated team delivers fast, reliable assistance**

**Keep your systems running smoothly with access to a wide range of services**

### **Remote Diagnosis and Repair**

Remote diagnosis and repair detects issues to facilitate immediate corrections remotely whenever possible. Should a problem require an on-site visit, SRS helps to identify replacement parts beforehand, so that a service engineer can be dispatched with the right parts, the first time.

### ***syngo* Remote Assist\***

A new value-added service is available for real-time and interactive applications support. *syngo*® Remote Assist (sRA) connects our dedicated Applications Specialists with your clinical staff for direct, real-time support. With your permission, your system is connected via an encrypted secure connection to ensure data privacy.

### **Remote Software Updates**

Many Siemens ultrasound systems are now capable of supporting remote software updates to maximize uptime. Remote updates can be scheduled at times that are most convenient for you.

\* Not currently available in all countries. Please check with your local Siemens UPTIME Service Center.

# Expert Support and Personalized Attention

## Discover an innovative approach to ultrasound system support

SRS provides a team of skilled professionals who are available anytime you need assistance. You receive personalized attention and real-time access to experts offering customized experience across the Siemens Ultrasound portfolio. Siemens Remote Services brings support closer to you. Issues that previously required an on-site visit can be solved remotely through an internet connection — so that you can stay focused on your patients.

### Advanced security measures provide a high level of confidence

Secure Remote Services are backed by a certified network infrastructure

- **Safeguard patient data and stay compliant with regulations.** SRS prevents unauthorized access, encrypting data during transmission and logging of all remote activities.
- **Keep your system safe from unwanted intrusion together with USS.** Ultrasound System Security offers an effective way to block unauthorized programs with a dynamic trust model.

For more information, see the Siemens Remote Service Security Concept and Ultrasound System Security in the enclosed CD.

### Future advances from Siemens keep you one step ahead

Siemens Ultrasound continues to develop and standardize SRS capabilities across our portfolio of supported systems, positioning you for continued success.

My Siemens Application Specialist was able to fix my problem in a matter of seconds. She took over the system and fixed it right away...I didn't have to wait for the Customer Service Engineer or an applications person to come on-site.

*Chuck Richardson, RDCS, Echo Lab Director at the Cardiology Associates of Virginia*

# How to Get Started

We recommend planning for SRS connectivity before your system is installed. This enables our service team to respond quickly and effectively to any issues that may arise during your warranty period and throughout the term of your service agreement.

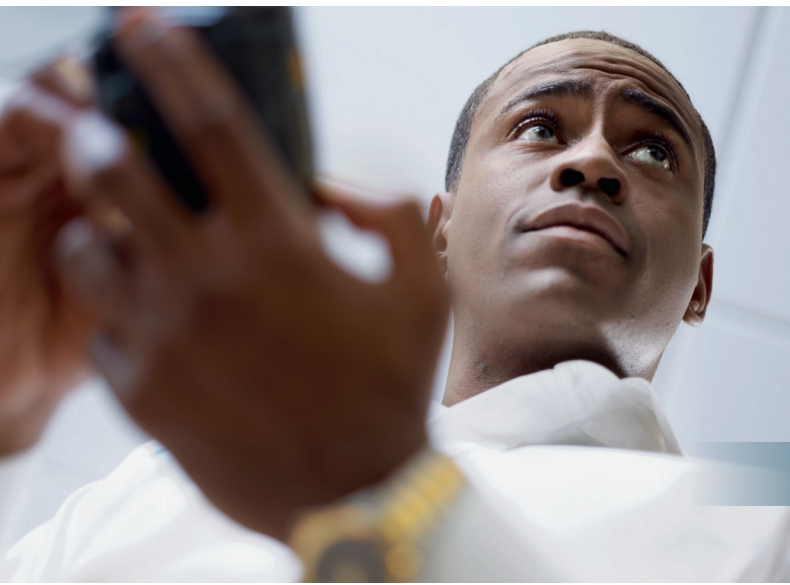
Setting up your ultrasound system with an SRS connection is a straightforward process. The set-up steps are contained in the FAQs.

## Additional Resources

The following items are located in the enclosed CD:

- **Getting Started Checklist.** Provide this informative checklist to your IT administrator.
- **Frequently Asked Questions.** Get answers to commonly asked questions in our FAQ insert.
- **Ultrasound System Security.** Learn how Siemens is committed to keeping your system safe.
- **SRS Security Concept.** Read Siemens' approach to data security.
- **syngo® Remote Assist presentation file.** Get detailed information about our remote applications support offerings.

SRS helps to order the right parts before a site visit.



With SRS, we can connect to equipment in different cities, states, and countries. We can run diagnostics, gather data, and evaluate logs remotely, so that the service engineer has an action plan and required parts before arriving on-site.

*Rick Johnson, Siemens Headquarters Support Engineer*

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