

SIEMENS

System
Services

www.usa.siemens.com/performanceplans

Advancing performance and productivity

Exceptional service plans to keep your laboratory
diagnostic instruments running



Accuracy. Speed. Consistency.

Gain more confidence in your diagnostic instruments with a better approach to service

Achieve peak lab performance

Your laboratory diagnostic instruments play a critical role in quickly delivering consistent and accurate results for the best patient care possible. But unplanned downtime and inefficient processes could have a significant impact on instrument performance and service costs. How can you improve your productivity, boost operational efficiency and enhance cost effectiveness? As part of our Customer Care program for Diagnostics, Siemens offers proven service solutions to maximize the value of your capital investment – while keeping your budget predictable. That all adds up to a lower cost of ownership for your equipment.

Drive productivity. Enhance care. Manage costs.

Our experienced teams are ready to provide the most innovative, quality-driven solutions to help keep your lab running smoothly. And for every Siemens system, we offer a service plan designed to fit your unique processes and workload demands.

Our Performance Plans can help you get the most out of your instruments – and better manage long-term costs by eliminating unexpected expenses. You get routine preventive maintenance to identify and replace worn components, reducing the chances that your instruments will fail. We also offer remote monitoring capabilities for some systems so we can proactively address performance issues before they become problems. With phone and on-site support, we're available whenever your schedule requires.

We help you improve productivity and minimize disruptions so you can deliver timely, accurate results. With these plans, you can:

- Access our technical experts to troubleshoot and resolve issues
- Maximize instrument reliability and extend system life
- Protect and enhance your reputation

Siemens has been ranked #1 in immunoassay and #2 in chemistry in overall service performance by IMV ServiceTrak.™

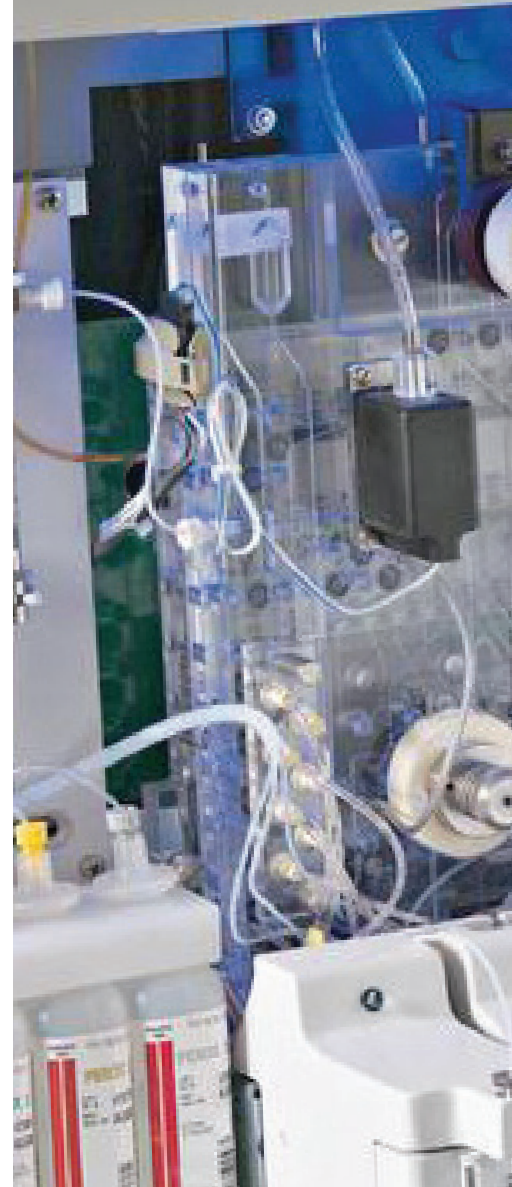
Siemens Performance Plans – tailored to your needs

Siemens Performance Plans ensure optimal service and continuous support for all of your instruments. Select the right option – PRO, PLUS or TOP – for your laboratory's needs. Then compare the benefits to what you're missing without any service plan at all.

	Performance PRO	Performance PLUS	Performance TOP			No Contract
			TOP 3	TOP 2	Top 1	
Service Hours Coverage that fits your needs	8am-5pm, M-F (only for PM)	8am-5pm, M-F	8am-9pm, M-F	8am-9pm, 7 days	24x7	
Preventive Maintenance (PM) Planned to avoid workflow disruptions	✓	✓	✓	✓	✓	
Technical Phone Support Experts ready to address technical and applications issues	✓	✓	✓	✓	✓	✓ Limited
On-Site Repairs Highly trained technicians dispatched to get your system back online		✓	✓	✓	✓	
Parts Coverage The right part – right when you need it		✓	✓	✓	✓	
Performance and Safety Updates Help ensure your systems are fully compliant with safety standards	✓	✓	✓	✓	✓	✓
Technology Updates Keep your system current with the latest advances	✓	✓	✓	✓	✓	
Remote System Diagnosis and Repair A seamless online connection to avoid on-site visits <i>Note: Available on select systems</i>	✓	✓	✓	✓	✓	
Remote System Monitoring We detect problems proactively <i>Note: Available on select systems</i>			✓	✓	✓	

Siemens Customer Care

Success starts with a partner that helps you find the right solutions. When you partner with Siemens, you gain access to our Customer Care portfolio of value-added services to help your lab run at peak performance and improve patient care. From streamlining workflows and boosting throughput to maintaining operations and managing competency and compliance, Siemens Customer Care provides the people, tools, and best practices to meet today's challenges and prepare for the demands of tomorrow. We help your lab not only succeed, but thrive.



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The statements contained herein are based on the actual experience of Siemens customers. Siemens maintains data on file to support these claims.

However, these statements do not suggest or constitute a warranty that all product experience will yield similar results. Results may vary, based on the particular circumstances of individual sites and users. Siemens reserves the right to modify the design, packaging, specifications and options described herein without prior notice.

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