

Service Plans

Performance Plans for in-vivo equipment

Maximizing equipment performance at defined costs



Interruptions to clinical operations due to equipment failure impacts patient care and jeopardizes revenue streams. A service agreement is best when it cuts both ways: it keeps your medical equipment performing strongly and offers plannable costs for essentials like maintenance, repair, and service parts.

Performance Plans are standard service agreements from Siemens Healthineers that support the optimal operation of your medical equipment. Each Performance Plan is based on a solid core foundation of Preventive Maintenance to meet the regulatory, quality, and safety requirements of your industry. They further offer Corrective Maintenance, Service Parts, and a range of innovative service options at fixed costs to improve your clinical operations.

Our Performance Plans can be adjusted to your needs and individual requirements – with the option to define high uptime needs where it matters most.

Equipment Uptime – improve equipment performance, uninterrupted operations, and compliance with regulatory guidelines through certified OEM know-how and fast support

Quality Results – improve your competitiveness and deliver improved diagnostic and clinical outcomes through expert maintenance and quality assurance

Managed Budget – keep your expenditures under control through service coverage tailored to your needs and budget at fixed costs

Performance Plans

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| Siemens Healthineers Academy Admin ¹ | Siemens Healthineers Academy Admin ¹ | Siemens Healthineers Academy Admin ¹ | Siemens Healthineers Academy Admin ¹ | <hr/> Options <hr/> Core Elements |
| Equipment Education | Equipment Education | Equipment Education | Equipment Education | |
| Evolve Program | Evolve Program | Evolve Program | Evolve Program | |
| | | Guardian Program | Guardian Program | |
| Remote Assist | Remote Assist | Remote Assist | Remote Assist | |
| | | | Special Components | |
| | Service Parts | | Service Parts | |
| | Special Components | Corrective Maintenance | Corrective Maintenance | |
| Updates | Updates | Updates | Updates | |
| Quality Assurance | Quality Assurance | Quality Assurance | Quality Assurance | |
| Safety Checks | Safety Checks | Safety Checks | Safety Checks | |
| Preventive Maintenance | Preventive Maintenance | Preventive Maintenance | Preventive Maintenance | |
| PRO | PROTECT | PLUS | TOP | |

The Performance Plans offers a broad range of Services



Preventive Maintenance
Inspection and replacement of wear-and-tear parts, as specified by the original manufacturer, to enable reliable equipment operation



Quality Assurance & Safety Checks
Quality and safety tests in compliance with local guidelines and regulations as well as quality specifications



Updates
System updates to maintain peak performance of equipment



Corrective Maintenance
Fast error identification, diagnosis, and repair by OEM-certified technical experts for optimized uptime; services can be performed onsite or remotely



Service Parts
Fast supply of tested original manufacturer parts to enable long, uninterrupted use of equipment



Special Components
Fast supply of system-critical and replacement wear-and-tear components, such as tubes, detectors, and transducers



Guardian Program^{2,3}
Real-time system monitoring, AI-based prediction mechanisms, and proactive services to maximize equipment uptime



Evolve Program
Anti-obsolescence program that provides upgrades to the latest available system software and includes replacement of computing hardware within the time-frame specified by the OEM



Remote Assist³
Remote real-time interaction between your clinical staff and our clinical application experts whenever a clinical support need arises



Siemens Healthineers Academy Admin¹
An annual workforce solution subscription, supporting your clinical institution's performance growth with integrated workforce education management and administration features



Equipment Education
High-quality training performed directly at your equipment or in a virtual setting – tailored to your needs

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¹ Subscription required. Availability of subscription depends on country

² Guardian deliverables vary by device and are not applicable to all Siemens Healthineers equipment. Ask a local Customer Service representative for advice.

³ Prerequisites: stable SRS connection with adequate bandwidth

The products/features and/or service offerings (here mentioned) are not commercially available in all countries and/or for all modalities. If the services are not marketed in countries due to regulatory or other reasons, the service offering cannot be guaranteed. Please contact your local Siemens Healthineers organization for further details.