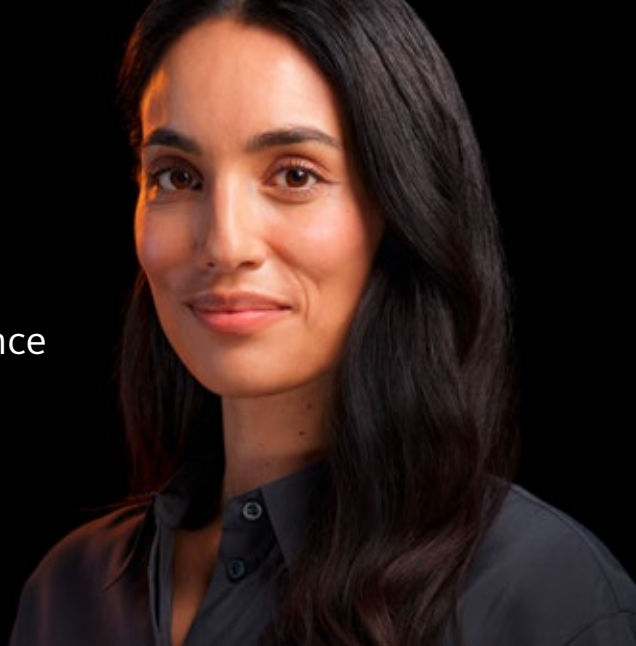


Service Plans

Shared Services Plans

Partner up for excellent equipment performance






Healthcare providers face a variety of challenges such as managing costs and productizing in-house capacities, while reducing onsite response times for service incidents. A lack of ability to control the equipment status in-house makes it difficult for them to stay confident during clinical procedures. Their in-house engineering departments seek to stay atop of these events, while maintaining a high level of quality and efficiency. Furthermore, they seek to offer an attractive workplace to their engineers.

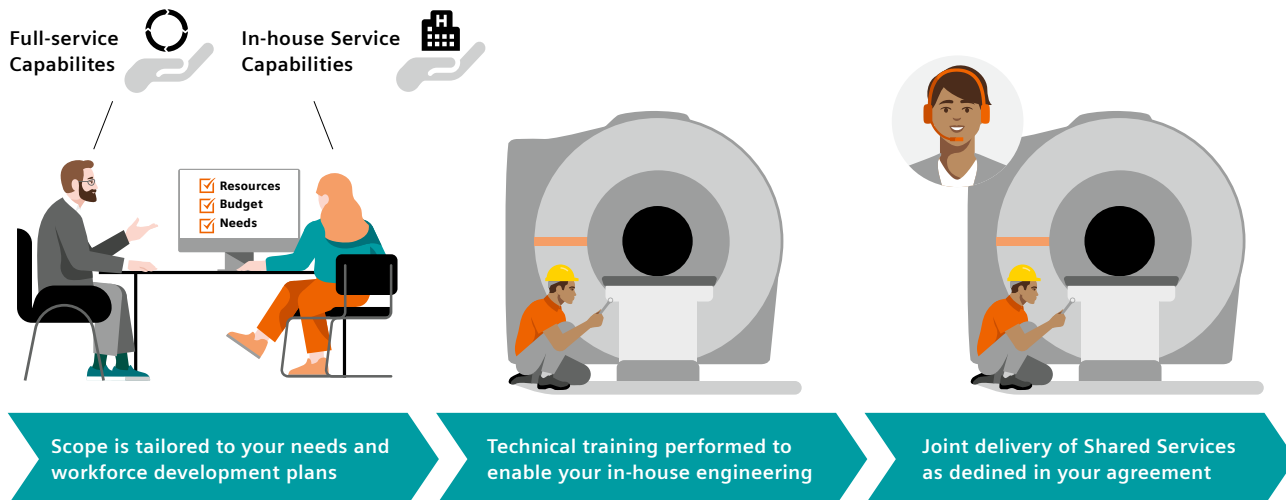
Shared Services Plans are service agreements where you partner with us in managing the technical service activities for your fleet. We educate your in-house engineers and support them with different onsite and remote support concepts – without compromising service quality.

We support you with our know-how and provide you with OEM service parts which are designed specifically for your systems. As a result, we match fast onsite response times with OEM service support.

- **Keep control of the equipment status** – perform defined service activities yourself, while we remain your trusted partner to cover the full range of your service needs
- **Resolve technical issues and educate your workforce** – through a flexible sharing model for service tasks where we train your staff in technical aspects
- **With the Shared Services Plans, we partner up to educate your staff in technical aspects** so they can perform different levels of onsite service activities by themselves – supported by our experts and designed to jointly optimize uptime

	Shared BASIC 	Shared ADVANCED 	Shared EXPERT 
Optional combination with other Service Plans	Education Plans	Education Plans	Education Plans
Optional Services	Guardian Program ¹	Guardian Program ¹	Guardian Program ¹
	Evolve Program	Evolve Program	Evolve Program
	Siemens Healthineers Academy Admin ²	Siemens Healthineers Academy Admin ²	Siemens Healthineers Academy Admin ²
	Remote Assist ³	Remote Assist ³	Remote Assist ³
	Special Components	Special Components	Special Components
Core Services	Siemens Healthineers Full onsite Support	Siemens Healthineers Backup Support	Siemens Healthineers Remote Support
	In-house Engineer First-Level Service	In-house Engineer Second-Level Service	Certified ⁴ in-house Engineer Full Service
Access to Connect Platforms	SRS – teampay Fleet – Siemens Healthineers Academy	SRS – teampay Fleet – Siemens Healthineers Academy	SRS – teampay Fleet – Siemens Healthineers Academy

Based on our expertise, we tailor your Shared Services Plan to your needs and your in-house know-how



Where manufacturer know-how, quality processes, and tools are combined with the unmatched onsite response time of your own staff



Shared BASIC

While you perform first-level services, potential issues are managed by our experts within the service support processes from Siemens Healthineers which assure quality



Shared ADVANCED

As you perform second-level services, you assist with Planned Maintenance and execute well-described easy repairs – supported by our remote experts team



Shared EXPERT

Your own engineer is responsible for Planned and Corrective Maintenance, from parts ordering to complex repair cases – supported by our remote experts team

¹ Guardian deliverables vary by device and are not applicable to all Siemens Healthineers equipment. Ask a local Customer Service representative for advice.

² Subscription required. Availability of subscription depends on country.

³ Prerequisites: stable SRS connection with adequate bandwidth.

⁴ In-house engineer trained together with our service engineers; Certification is optional

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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.

The statements by Siemens Healthineers' customers described herein are based on results that were achieved in the customer's unique setting. Since there is no "typical" hospital and many variables exist (e.g., hospital size, case mix, level of IT adoption) there can be no guarantee that other customers will achieve the same results.