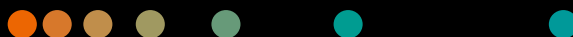


# Enabling you to deliver high-value care

Always on. Always in touch.





To serve you with dedication is the success mantra for us at Siemens Healthineers. Deep rooted understanding of your businesses across both, Medical Imaging and Laboratory Diagnostics segments help us design smart solutions to help you continuously enhance patient care systems and processes to deliver high-value care.

Driven by digitalization, today's devices have evolved from the era of technical support to predictive service offerings. It forms the core of our services, allowing us to be right by your side 24/7 and bring future-ready services to your doorstep. It's a smart combination of digital and personal support that keeps your operations running smoothly.

Our latest digital platforms are created to virtually connect you with other experts around the globe to share insights and knowledge. We find out what you need and grant you access to our own experience, practices and newest developments. With Siemens Healthineers as a reliable partner, you receive secure access to the information you need, allowing you to make fast decisions and ensuring quick implementations.

The best way to leverage our technology and solutions to the maximum is through our Education Excellence Services, which unlock your staff's potential and keep your organization at the forefront of clinical diagnostics.

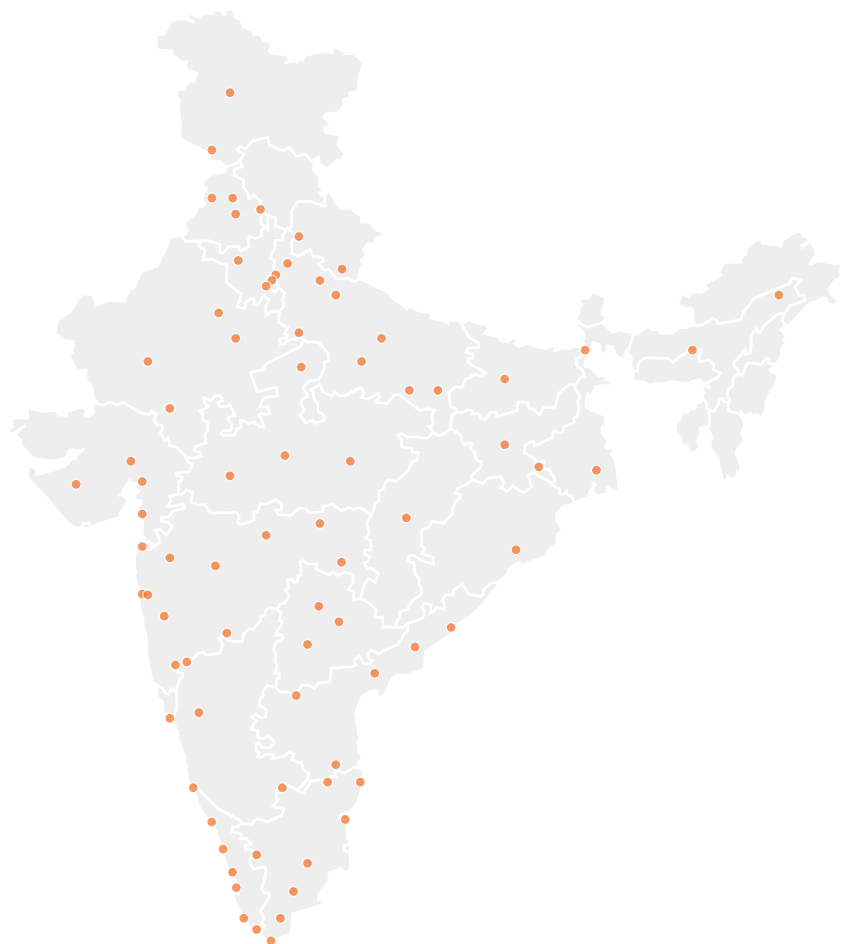
We are here to enable the growth and competitiveness of your institution. Through this document, we present to you a bouquet of our offerings, designed to achieve a singular goal – Your Success!

Perform today and excel tomorrow with Siemens Healthineers, your services partner of choice.

Vivek Kanade  
Executive Director  
Siemens Healthineers, India

# Siemens Healthineers Customer Services at a glance

Presence in over 80 cities



Siemens Healthineers Customer Services in India



Warehouses with **85%** availability of critical parts at any time. Worldwide distribution centres in Singapore, Germany and USA

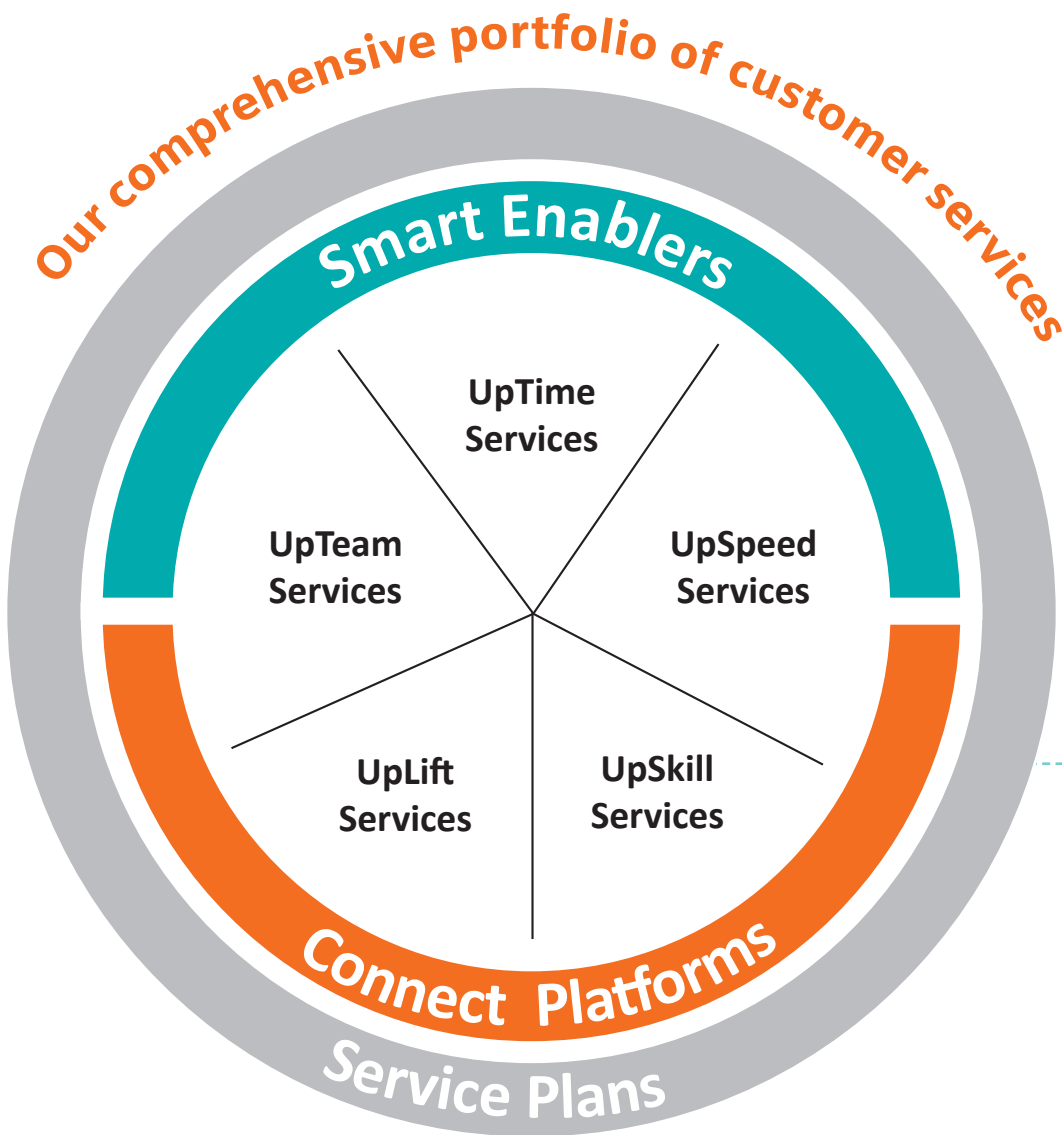


**Dedicated remote support** by technical experts in India, Germany, China and Singapore



**24/7**

Digital advantage and connectivity to Customer Care Centre



**>500**

OEM-trained engineers and application specialists



**>6,500**

Education courses available on PEPconnect

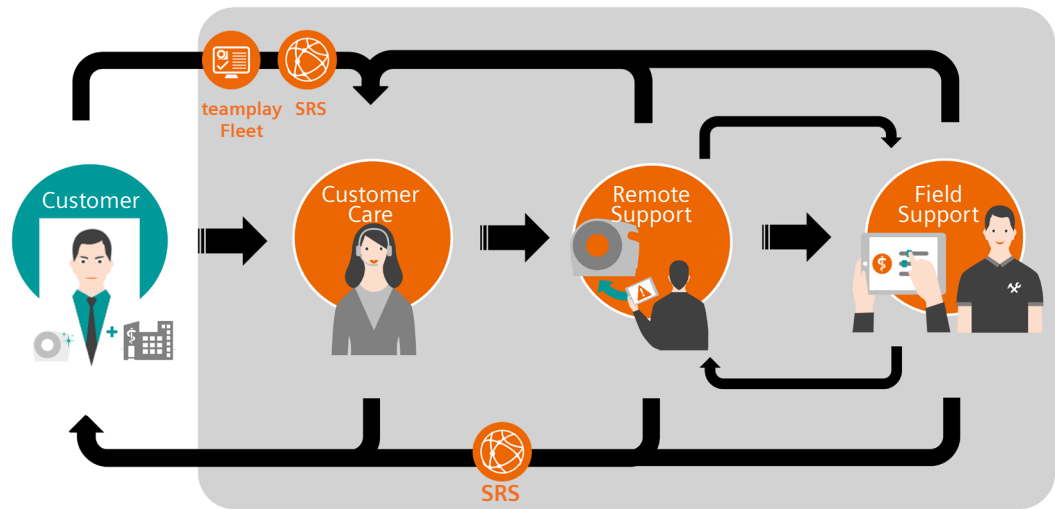


We are constantly in-touch with you throughout the entire service process, enabled through our digital platforms with

**>50,000** sessions

## Digitalization is the crux of our Service Support

Service team powered with PACE (Personal Assistant for Customer Enablement) enabling swift delivery of on-site services



# Connect Platforms

Give you access to the full range of our Customer Services



**teampay Fleet**

Streamline your fleet management.  
Optimize your asset performance.

Teampay Fleet is a teampay digital health platform solution that enables you to streamline the management of your fleet from Siemens Healthineers and to optimize your asset performance holistically, 24/7, and from any browser capable device.

- Create tickets online
- Monitor efficiently and save time by knowing the status of your equipment and service tickets at a glance
- Connect and collaborate in a trusted environment with high data privacy and security standards to improve patient outcome and quality of care
- Make prompt and well-informed decisions by offering an intelligible overview of your performance data
- Monitor quantities such as imaging throughput or dose levels, utilization of staff, rooms and resources of your whole department down to every device & procedure, simplifying reporting and showing you where workflows need adjustments
- Link with other users of teampay Fleet and their data to offer comparable benchmarks and an effortless exchange of images and reports with other healthcare providers

**PEPconnect**

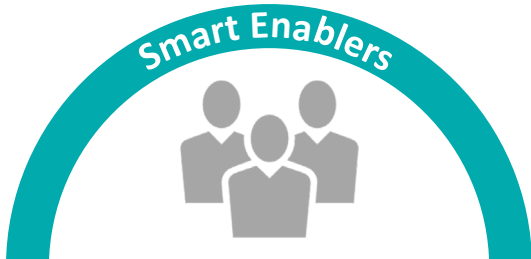
Your smarter connection to knowledge

PEPconnect is the industry's first education and performance experience for healthcare professionals – designed to increase staff competency, efficiency, and productivity.

- Explore more than 6,500 engaging in-vivo and in-vitro learning activities – including e-learning, webinars, job aids, videos, virtual instructor led events, and more
- Create your own learning experience with an individual profile, plan and transcript to record your education whether offered by Siemens Healthineers, your own institution or another provider
- Connect, communicate and be part of social learning groups and acquire the certificates you need

# Smart Enablers

Top-notch technologies that speed up the delivery of our services in a highly efficient way



**Smart Remote Services (SRS)**

Your secure connection to support

SRS is a secure data link that connects your medical equipment to our experts, who provide you with proactive and interactive services caring for your running operations.

- Protect your equipment against cyber threats by regularly receiving software updates
- Access remote technical and clinical application support to bring equipment back to running operations
- Improve clinical know-how on latest software features and functionalities
- Predict equipment malfunction and act before an event occurs

**SmartCollaborator**

Your virtual connection to real-time expertise

We use the virtual hand and know-how of our experts to easily maintain your equipment in a collaborative team approach.

- Real-time collaboration based on augmented reality (AR)
- Close and direct access to expert know-how through enriched communication capabilities
- Improved efficiency and transparency with holistic situation capture and interpretation
- Accurate execution of Planned and Corrective Maintenance through our experts with visual guidance from Siemens Healthineers support experts if needed

**SmartSimulator**

Your virtual connection to a hands-on scanner experience

Easy access to medical device simulation and training provided by Siemens Healthineers to enhance your staff's knowledge and practice.

- Keep your knowledge up to date in regards to the latest imaging applications
- Increase staff confidence by providing scan practice on a virtual, cloud-based medical device interface
- Increase your device utilization and individual efficiency with access to virtual simulators during our training events

# Service Plans

Tailoring service to your needs

Protecting the investment in medical equipment is key for sustainable business success. Have optimal service coverage with a service plan that perfectly matches your needs. Benefit from maximized equipment performance and improved staff expertise while keeping unplanned service costs to a minimum – so you can enjoy peace of mind.

**Service Plans offered:** Performance | Advance | IT Care | Education | Customized



# UpTime Services

Maximizing your equipment's performance

Equipment downtimes can cause financial burden due to high idle costs. With predictive maintenance and application support ready at your convenience, you can easily enhance the availability and utilization of your equipment and optimize your daily throughput.

## Offerings

### Preventive Maintenance

'Prevention is better than cure' holds true in every walk of life. Planned preventive checks of your imaging equipments can make prevention simpler, easier and cheaper than repairs. Proactive Preventive Maintenance for your Imaging equipment ensures higher uptime, reduces unwarranted breakdowns and ensures uncompromised patient safety. As your trusted partner, we help to ensure your systems are performing properly, so you can concentrate on improving patient outcomes.

### Corrective Maintenance

Ensure optimized uptime through fast error correction by our certified technical experts with original factory tested quality parts.

### Quality Assurance & Safety Checks

Ensure consistent clinical quality as well as safety of your equipment by making sure that the system is kept within the quality and safety specifications as issued by regulatory authorities and manufacturer at all times.

### On-site Application Support

On-site support by our Clinical Education Specialists provides you with information and support on

- Image quality assessment
- Basic protocol improvements
- Workflow enhancements and support for efficiently running daily operations
- Usage of clinical applications to exploit full potential of the systems

### Service Parts

With OEM (Original Equipment Manufacturer) parts, be rest assured of high diagnostic quality, long uninterrupted usability and avoid unplanned expenses.

*"Being a Government set up and since we are catering to poor needy patients this system has to operate 365 days and 24 x 7. Siemens Healthineers Service team has always empathized with our situation and ensured uptime of more than 95% in spite of being located in a non-metro city."*

Dr. S. B. S. Netam  
Professor & Head  
Department of Radiodiagnosis

Pt. Jawahar Lal Nehru Memorial Medical College &  
Dr. Bhim Rao Ambedkar Memorial Hospital, Raipur

*"Ever since our journey started from Advia Centaur till Aptio, world's largest automation track solution; Siemens service team has provided the highest quality of services and they are quick to resolve any issues that arise."*

Mr. M. Chandrasekar  
Vice President  
Technologies

Thyrocare Technologies Limited,  
Navi Mumbai

# UpSpeed Services

Accelerating your daily operations

Interruptions of daily operations can lead to insufficient use of staff and inefficient patient flow. Proactive remote equipment monitoring and quick answers to technical and clinical questions from experts don't just positively impact your equipment's availability; they also keep your operations running fast and efficiently.

## Offerings



### Guardian Program™

Continuous real-time monitoring for deviations from current norms with the Guardian Program™ makes it possible to detect and resolve system errors proactively, often before malfunctions even occur.

- maximize the level of system availability
- easy to analyze system errors
- prevent painful downtime
- avoid rescheduling that disrupts patient care

#### Additional Services in the Guardian Program™:

**TubeGuard™** predicts tube failures in dedicated computed tomography and molecular imaging systems.

**ImageGuard™** monitors the detector to identify problems over time in dedicated molecular imaging systems.

**AmbientGuard** is our secure and easy to install cloud-based ambient Environment Monitoring System which records, streams, stores, analyzes, reports and controls ambient conditions.

- Get online real-time access to environment conditions across sites
- Plan preventive measures possible to protect equipment on breach of critical operating conditions like room temperature, humidity levels, etc.

## Remote Assist - Application support via Smart Remote Service (SRS)

Remote Assist – Application Support allows our Application Specialists to connect to your imaging systems in order to provide fast and smooth-running operations through real-time support. The system is connected via an encrypted broadband connection, Smart Remote Service (SRS), which ensures a secure data transfer. With your permission, we can take control and provide information and support on

- Image quality assessment
- Basic protocol improvements
- Workflow enhancements and support for efficiently running daily operations
- Usage of clinical applications to utilize full potential of the systems



### Remote Technical Support

Avoid unpredicted events and assure seamless patient workflow with fast access to certified technical experts.



“We appreciate the proactive services by the Siemens Service Team during the replacement of cold head unit of our MRI system. The problem was diagnosed well in advance through remote services and the replacement activity was planned in such a way that there was no downtime at all.”

Dr. Rajendra Solanki  
Radiologist

Suyog Imaging Centre  
Mehsana, Gujarat



“Remote Services helped us to increase our work efficiency much more than previous years. We also got support for image post processing, syngo.via related issues, which are easily solved via remote system very efficiently.”

Dr. Snehasish Sarkar  
Consultant Radiologist

Quadra Medical  
Services Pvt. Ltd.,  
Kolkata, West Bengal



# UpSkill Services

Boosting your staff's expertise

Insufficient level of staff expertise may lead to delays in patient flow and low patient satisfaction. By providing clinical and technical knowledge and insights, we empower your staff to deliver high-quality patient care and strengthen job-specific skill sets – while utilizing your equipment to its full potential.

## Offerings

### Education Excellence Services LEAD, GROW & GAIN

Provide best patient care through continuous education and skill development, leveraging latest technical and clinical knowledge that we as your partner share, remotely or in-person. Our portfolio of Education Excellence Services offers a full range of high-quality training to educate your staff throughout the entire lifecycle of their Siemens Healthineers equipment. We cater to technicians, sonographers, lab assistants, surgical and cardiology assistants, and many more. Training is provided in different formats based on a blended learning approach:

**Equipment and Clinical Education**

- Tailored Hands-on
- Classroom Training
- Clinical Workshop
- Self-Study

**Technical Education**

**Professional Education**

### Optimize Program

The Optimize Program is a holistic approach to optimize your examination workflow and imaging protocols focusing on both people and processes

- **Optimize Dose** focuses on improving radiation dose performance based on a customized roadmap
- **Optimize Contrast Imaging** increases patient safety by improving contrast media management based on a customized roadmap
- **Optimize Efficiency** enables you to run your operations smoothly and more efficiently through improved utilization of equipment and optimized examination workflow

“Time taken per scan has reduced, increasing the patient throughput at the centre. We are now able to perform 35- 40 cases per day which means a 25% - 30% increase post the program. Getting knowledge from the right source is very important and I feel proud to have given my technologists the opportunity to learn through this certification program.”

Dr. M. Venkatesan,  
Owner & Consultant Radiologist

Mithra Scans (Pvt) Ltd,  
Salem, Tamil Nadu

“Our technicians are now able to deal with patients more comfortably and efficiently, the areas which seemed tough are now enjoyable, and so our doctors are reporting more confidently; benefiting patients’ results on a whole. Qualitative throughput is raised.”

Dr. Sujoy Ranjan Deb  
Medical Director

Ruby General Hospital,  
Kolkata, West Bengal

# UpLift Services

## Securing your assets' future

Obsolescence of assets can cause negative return on investment. Rapid technological developments and digitalization in healthcare are increasing the need to stay at the forefront of technological innovation. Regular updates and upgrades keep your assets state-of-the-art and secure over their entire lifecycle and allow you to accomplish your daily goals while managing procedures as efficiently as possible.

### Offerings

#### Virus Protection

Medical devices are increasingly being targeted by malicious software, and they often become infected by viruses transferred through removable media. With virus pattern updates, you can rely on your imaging equipment always being safe. Virus Protection functions behind the scenes; detecting, isolating, and eliminating malicious viruses while continuously updating your systems with pattern updates to defend against future attacks.

#### Cybersecurity Management Services

Cybersecurity Management Services is a suite of integrated services that provide transparency on the cybersecurity status of your equipment and help keep it secure, provided that it is running on the most recent software version.

#### Evolve Program

With Evolve Program we enable you to stay in the future. Secure your access to Siemens Healthineers innovations from the get-go with automatic, synchronized, and planned upgrades of your imaging equipment landscape.

- Extend the life cycle of your imaging systems
- Work with the latest software versions available for your systems
- Have the most current hardware
- Get access to cutting-edge applications

#### Security Appliance Solution

Protection against cyber threats is a key priority in healthcare. The Security Appliance Solution provides endpoint security state-of-the-art firewall, virus protection, and optional intrusion detection security features.

- Reduce unwarranted clinical care variations by using automated technologies to ensure that errors are reduced
- Improve protection of sensitive patient and system information from data breaches
- Improve access to care with prolonged secure use of medical equipment

#### AdvanceNow

Advance Plans are designed for ever more digitalizing healthcare environments. Each plan comprises a wealth of innovative and intelligent services that create value for your entire imaging fleet: AdvanceNow, Siemens Healthineers' unique long-term update & upgrade service, keeps your new and select imaging equipment secure and highly efficient throughout its entire serviceable life, by constantly and proactively providing updates and cybersecurity patches, online. To benefit from advancements in intelligent imaging, system software upgrades are provided as soon as they become available and computing hardware is replaced as soon as required – continuously.

“We have truly benefited from the Evolve Program which gave us access to cutting edge software and hardware, and also saved us from cost of new equipment purchase.”

Mr. Prasad Daniel  
Director

Gyro Scanning Services Pvt. Ltd.,  
Pune

“Siemens support team is always prompt and efficient in their approach to provide us solutions. This has always helped us to improve our operational efficiency in the form of TAT, which is a very important aspect in the competitive diagnostics market.”

Mr. Sunil Pahuja  
AGM

Metropolis Health Services,  
Mumbai



# UpTeam

## Teaming up for operational efficiency

Operational inefficiencies like delays in exam schedules and loss of productivities, as well as workforce shortage can have a huge impact on the entire department performance. We are now able to team up with you for flexible solutions for workforce management, expertise sourcing and operational efficiency to boost efficiency in your operations and help you focus on what matters most: your patients.

## Offerings



### FlexForce™

Ability to provide care should not be hindered by:

- No workflow standardization
- Non-availability of technologist due to attrition or vacations planned by technologists
- Less experienced staff at rural areas
- Low examination quality due to less experience staff

Siemens Healthineers allows you to overcome these hurdles with FlexForce™. Discover the industry's first and the only ready-to-perform, tailored-to-fit talent solution, delivering the custom staffing you need to thrive.

Experience lasting value with industry expertise and improve efficiencies. FlexForce™ is the best-in-class solution providing more efficient ways of delivering patient care – answering the need for scalability, productivity, and quality without sacrifice.



Allows you to access Siemens-curated technologist labor pools in CT, MRI and Cathlab



Improve staffing flexibility and staff scheduling



Substitute technologists to fill up your needs on urgency



Collaboration with experienced technologists



Ensure continual operations and avoid productivity loss or patient leakage when being short-staffed



Faster ramp-up of new employees, especially for high-turnover situations

### PEPconnections

PEPconnections is a premium sub-scription to virtual education solutions, supporting you to manage your clinical institution's performance growth with integrated workforce management and administration features. With PEPconnections you can increase workforce productivity, improve diagnostic accuracy and analyze performance insights.



Personalize the education experience of individual employees with customizable learning plans, combining education designed by Siemens Healthineers and/or your own institution



Assign, create, track and manage the education of entire groups



Communicate and share information and relevant activities with your staff at any time



Streamline audit preparation with instant access to dashboards and comprehensive reports



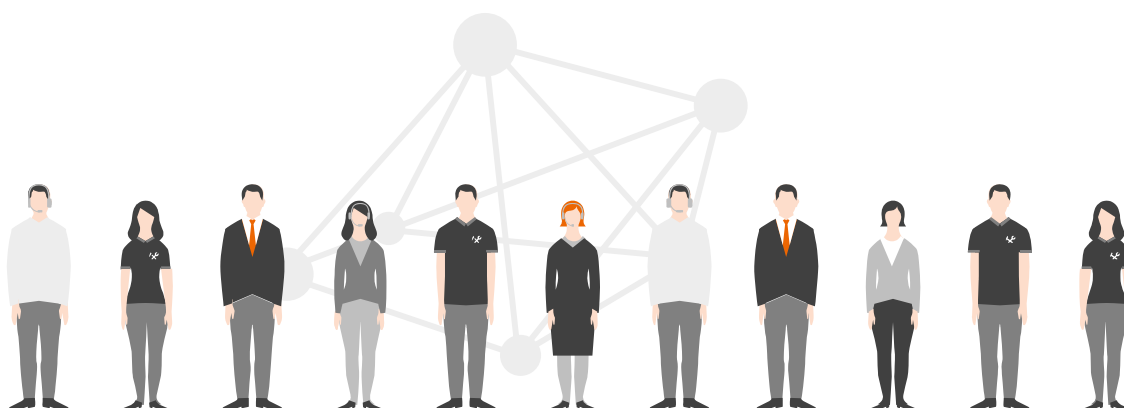
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# Connect with us



## Toll Free Numbers



Imaging and Therapy Products:  
1800-419-7477  
Laboratory Diagnostics and  
Point-of-care Products:  
1800-419-7478

## Email



hc\_contact.india@  
siemens-healthineers.com

## Registered Office



Siemens Healthcare Private Limited  
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Godrej One, Pirojshanagar  
Eastern Express Highway  
Vikhroli East, Mumbai 400 079  
Tel.: +91 22 33700600  
CIN: U74999MH2015PTC264859



## Mobile App

Download teamplay Fleet App  
and register



iOS



Android



## Fast Contact

Raise a ticket directly from the  
scanner console with FAST Contact.  
Available on our latest systems, it  
is the easiest way to contact our  
customer care center for technical  
and clinical applications support.



## Website

[www.siemens-healthineers.co.in](http://www.siemens-healthineers.co.in)