

IT Care Plan for imaging and enterprise solutions

Your access to innovations and fast support



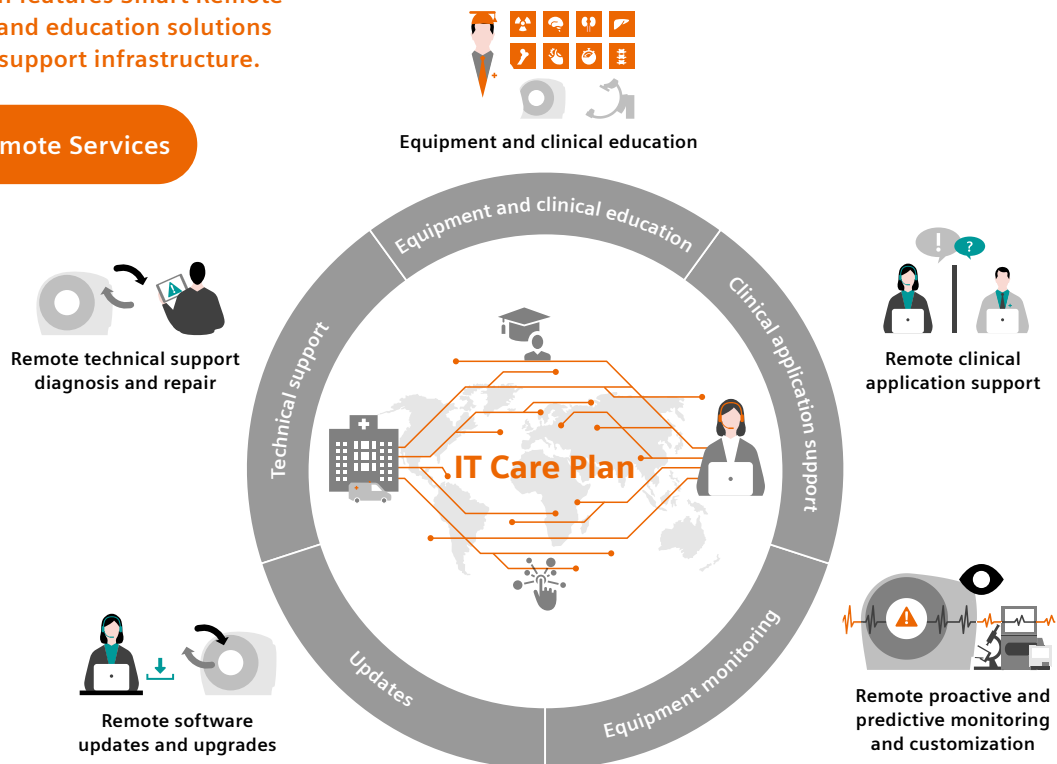
Acquiring best-in-class medical equipment is just the first step to remaining competitive in a constantly changing healthcare environment. The management of healthcare IT solutions, including their associated resources, can be both time-consuming and costly.

To address these challenges, the IT Care Plan from Siemens Healthineers provides the optimal level of support you need to:

- **Empower your users** – achieve high quality and fast diagnosis by keeping your system secure and up-to-date and optimize your daily routine with individualized equipment & clinical education plans.
- **Increase your system availability** – leverage innovations to keep your IT solutions constantly secure and minimize IT-related downtimes over the entire serviceable lifetime, with up to 24x7 remote support and system monitoring.
- **Benefit from personalized experiences** – train and motivate your workforce with PEPconnect, which provides access to a personalized virtual learning and networking platform.

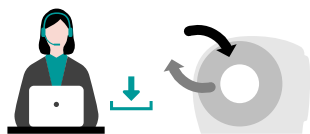
Our IT Care Plan features Smart Remote Services (SRS) and education solutions for a powerful support infrastructure.

Smart Remote Services



The IT Care Plan improves your daily operations and enables you to increase your workforce productivity

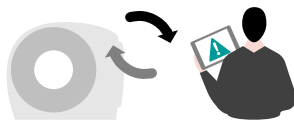
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Remote software updates and upgrades^{1,3}

Regular remote distribution of software updates and upgrades.

- Secure investment through access to latest software features
- Protection against cyber threats
- Reliable system performance



Remote technical support diagnosis and repair¹

Up to 24x7² access to remote experts for immediate support in case an event occurs.

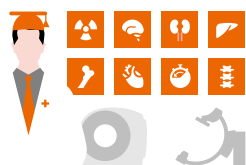
- Minimized impact of failures on daily routine with faster reactions to unexpected events
- Improved system stability and reliability from products to enterprise solutions



Remote clinical application support¹

Real-time interaction between clinical staff and clinical application experts, whenever a support need arises.

- Immediate access to clinical application expertise
- Guidance to tap into full potential of clinical applications
- Improve efficiency in daily operations



Equipment and clinical education

Advanced learning platforms like PEPConnect empower your users to efficiently use the clinical applications and improve outcomes.

- Seamless integration of a new system into your processes
- Optimal utilization of the latest learning platforms
- Strengthen your institution's position as provider of choice



Remote proactive and predictive monitoring and customization⁴

Continuous real-time monitoring of critical software parameters.

- Remote access to software systems to provide step by step guidance and resolve issues quickly
- Detection & Prediction Analysis of equipment core parameters to identify deviations from norms
- Proactive planning of service activities to avoid workflow interruptions

References

1. Connection to Smart Remote Services (SRS) infrastructure is required. SRS has advanced security measures and is compliant with regulations.
2. Depends on availability in your country.
3. Availability dependent of IT system and solution.
4. Optional module that is not included as part of the standardized plan and will be charged separately; Our optional premium service offering for the virtual education services to manage the healthcare institution's performance growth with integrated group management and administration features.

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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.