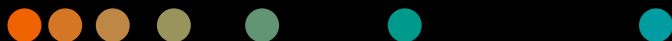


# IT Care Plan for RAPIDComm®

Your access to innovations and fast support



Acquiring world-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 for healthcare IT solutions and software products for high performance and excellent outcomes. It delivers fast and efficient technical and clinical application support, while keeping software secure and state-of-the-art during the entire serviceable lifetime.

The IT Care Plan covers the following services:

## IT Care Plan

Disaster Recovery<sup>2</sup>

Professional Services<sup>2</sup>

PEPconnections

Equipment & Clinical Education

Application Support

Technical Support

Software Upgrades

Software Updates

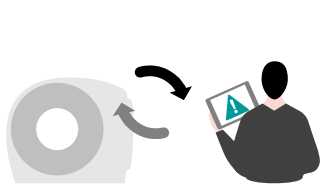
The IT Care Plan allows you to:

**be empowered** – benefit from fast expert support for optimized daily operations and empowered users at plannable costs.

**be innovative** – leverage innovations to keep your IT solutions constantly secure and state-of-the-art for high performance and efficiency.

**be productive** – make the most of workforce education for high workflow productivity and personalized experience.

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



## Remote Technical Support<sup>1</sup>

Up to 24x7<sup>2</sup> access to remote experts for immediate support in case an event occurs

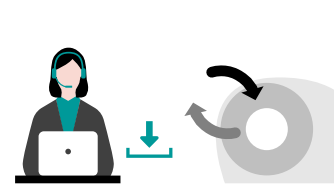
- Minimized impact of failures on daily routine
- Improved equipment stability and reliability
- Minimized reaction time to unexpected events



## Remote Application Support<sup>1</sup>

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

- Immediate access to clinical application expertise
- Use of clinical applications to their full potential
- Efficient running of daily operations



## Remote Software Updates & Upgrades<sup>1,3</sup>

Regular remote distribution of software updates and upgrades

- Secure investment through access to latest software features
- Equipment protection against cyber threats
- Reliable equipment performance



## PEPconnections<sup>4</sup>, Equipment & Clinical Education<sup>5</sup>

Blended learning offerings with customizable Education Plans allow you to

- Enhance knowledge and competencies
- Improve workforce productivity
- Increase satisfaction and retention of skilled staff



## Equipment Customization

Manage, customize or recover IT systems and solutions to optimize the institution's workflow

- Professional Services<sup>4</sup> to improve the implementation and integration of RAPIDComm according to customers' IT workflow needs
- Disaster Recovery<sup>4</sup> to bring a RAPIDComm solution back to operation if a severe problem occurs

<sup>1</sup> Connection to Smart Remote Services (SRS) infrastructure is required. SRS has advanced security measures and is compliant with regulations

<sup>2</sup> Depends on availability in your country

<sup>3</sup> New RAPIDComm features covered by RAPIDComm licenses

<sup>4</sup> Optional module that is not included as part of the standardized plan and will be charged separately

<sup>5</sup> Powered by Education Plans GAIN, GROW, LEAD

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.

**Siemens Healthineers  
Headquarters**  
Siemens Healthcare GmbH  
Henkestr. 127  
91052 Erlangen, Germany  
Phone: +49 9131 84-0  
siemens-healthineers.com