

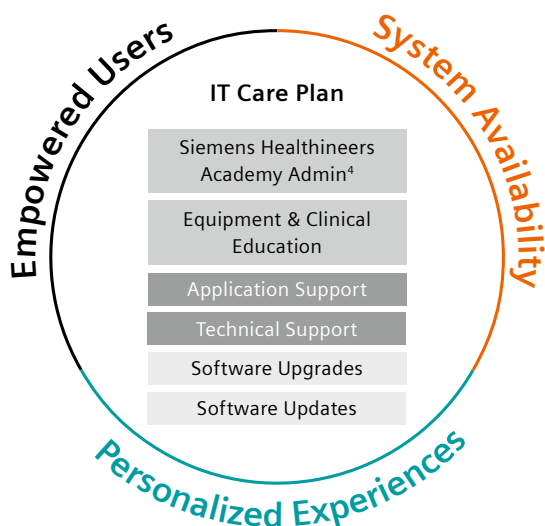
IT Care Plan for imaging and enterprise solutions

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 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:



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

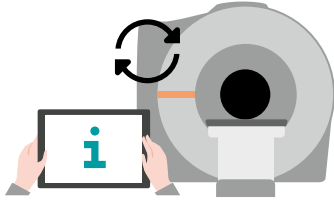
Benefit from personalized experiences – train and motivate your workforce with Siemens Healthineers Academy, which provides access to a personalized virtual learning and networking platform

“The support for syngo.via is a well-structured process with fast access to a dedicated Support or Application Engineer. It made us confident in taking the next steps towards an Education Plan and Siemens Healthineers Academy. As a university hospital, the need for an appropriate training plan is primordial. The Education Plan [granting access to Equipment & Clinical Education] is, besides training, an opportunity to exchange ideas on new procedures and technologies and is therefore beneficial for the hospital.”*

Walter Coudyzer,
Clinical Trial Assistant, University Hospital, Leuven, Belgium

* formerly PEPconnect

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



Remote Technical Support¹

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

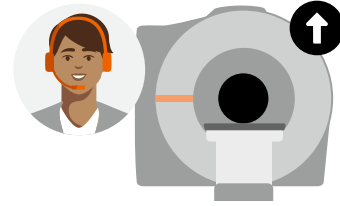
- Minimized impact of failures on daily routine with faster reactions to unexpected events
- Improved system stability and reliability from products to enterprise solutions



Remote 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



Remote Software Updates & Upgrades^{1,3}

Regular remote distribution of software updates and upgrades

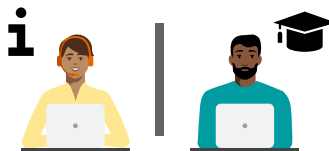
- Secure investment through access to latest software features
- Protection against cyber threats
- Reliable system performance



Siemens Healthineers Academy Admin⁴

Manage the knowledge of your workforce to optimize operations and increase performance

- Customize and manage workforce's knowledge to optimize your institution's performance
- Instant access to comprehensive reports and dashboards
- Expand your institution's education portfolio



Equipment & Clinical Education⁵

Customizable Education Plans, empowering 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 application features
- Strengthen your institution's position as provider of choice

¹Connection to Smart Remote Services (SRS) infrastructure is required. SRS has advanced security measures and is compliant with regulations
²Depends on availability in your country
³Availability dependent of IT system and solution
⁴Optional module that is not included as part of the standardized plan and will be charged separately; An annual workforce solution subscription, supporting your clinical institution's performance growth with integrated workforce education management and administration features. Subscription required. Availability of subscription depends on country.
⁵Powered 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.

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.

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