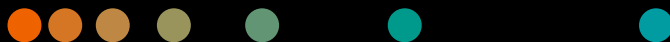


Smart Remote Services (SRS)

Your smart connection
to digital services



High-quality availability, diagnostic confidence, and running operations are key to meeting your performance requirements. At the same time, keeping equipment state of the art is the top priority for protecting equipment and patient data. Keeping these needs in mind, we systematically focus on being proactive to keep you on the path of success.

Smart Remote Services (SRS) is a fast, secured, and powerful data link that connects your medical equipment to our experts, who provide you with proactive and interactive services that support you in your daily routine and speed up your running operations.

The SRS connection gives you access to our wealth of Remote Services, which enable you to:

- **improve diagnostic and clinical outcomes** through context-specific interaction and immediate remote application support;
- **enhance performance and functionalities** through regular remote software updates, keeping your system up to date at all times;
- **increase system uptime** through real-time remote system monitoring and the proactive scheduling of service events.

"The support we receive through SRS provides us with a fast and personalized answer to questions or issues [...]. By having remote access to our server, the syngo supporters (Remote Support Engineers) are really efficient, and can access our workstations, take the control, in order to guide us step by step, for every demand that we have, so we never feel abandoned."

Jeremy Brachet
MRI Technician, IRM Lyon Nord, Lyon, France

Remote Services empowered by SRS



Remote Technical Support

Remote error identification, diagnosis, and repair using advanced software troubleshooting tools

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



Remote Application Support

Remote error identification and real-time interaction between your clinical staff and our application experts

- Immediate and secure access to clinical application expertise
- Improved utilization of clinical applications
- Efficiently run daily operations



Remote Software Updates & Upgrades¹

Regular remote distribution of software updates and upgrades

- Enhanced investment security
- Increased equipment security against cyberthreats
- Reliable equipment performance



Remote Trainer²

Remote hands-on training on specific clinical applications and features to enhance the competencies and productivity of your staff

- Enhanced knowledge and competencies
- Improved workforce productivity
- Increased satisfaction and retention of skilled staff



Remote Monitoring & Prediction

Real-time system monitoring and proactive services to detect and correct malfunctions before they occur

- Improved uptime thanks to analysis of real-time system information and equipment status
- Hardware and software to keep your system up to date
- Minimized impact of repair events

¹ Connection to Smart Remote Services (SRS) infrastructure is required. SRS has advanced security measures in place and is compliant with the ISO 27001:2017 Standard for Information Security. Availability dependent on IT system and solution.

² Purchasable service option

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The statements by customers of Siemens Healthineers 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.