



Integrated Service Management

Taking your hospital to the next level of efficiency.

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SIEMENS



The healthcare sector is changing

Your challenges – our support.

The healthcare sector is changing at a phenomenal rate. As a healthcare provider, you have probably been affected by these changes right in your institution – perhaps by new legal requirements, changing healthcare policies or fewer resources in budget and personnel. At the same time, however, your patients are asking for more care and services, and state-of-the-art medical systems.

Facing these challenges, you need flexible, creative solutions so you can concentrate on your core processes – diagnosis, therapy, and nursing. Siemens Integrated Service Management™ is one of the most flexible and creative solutions you can find. Let us support you in managing the service for your medical equipment.



Siemens Integrated Service Management

Taking your hospital to the next level of efficiency.

Siemens Integrated Service Management (ISM) offers a single-source solution for your medical equipment-related service and maintenance needs, even for third-party devices. This frees your staff from time-consuming administrative responsibilities, enables the implementation of advanced proactive services throughout your hospital, and allows you to focus on your core competencies.



Our Integrated Service Management includes:

- Flexible solutions tailored to your individual requirements
- Service management and controlling
- Site management, as needed (on-site project manager)
- Cooperation with your in-house service personnel if desired
- Support of regulatory requirements*
- Periodic reporting on and controlling of services rendered and budgeting
- Utilization of innovative proactive service technologies

* As part of our Integrated Service Management program, we pay special attention to maintain your equipment in accordance with applicable regulatory requirements. ARCHIBUS/FM provides comprehensive data to inform our service management team how your equipment is performing. This data lets us continuously monitor a unit's performance using user-defined critical parameters, and also issue detailed reports at regular intervals so that your employees are always in the loop. It also enables us to comply with your customized Service Level Agreements (SLA).



Your site manager – your dedicated contact
Whether supervising maintenance and repair activities, identifying ways of increasing performance, helping you reduce costs or improving operational efficiency – your ISM site manager supports you with all service-related issues. So you can enjoy peace of mind.

What's the outcome of streamlined service?

Higher efficiency.

Process optimization: Let's get down to business

Benefit from the experience and know-how of a worldwide manufacturer and service provider for medical systems – by bringing a Siemens ISM site manager on board of your institution and integrating him into your clinical processes. He will support you to keep your maintenance and repair costs under control. How he can accomplish this? First, your ISM site manager analyzes your needs as well as your existing service contracts. Then, he will have a close look at your hospital or department and its service-related requirements. Because only with smooth service processes, you can increase the availability of your systems and reach an optimized workflow.

Of course, your ISM site manager will also integrate your in-house personnel into the service process. Because only when all available resources are used, he can provide an optimized and efficient service management. If needed, your ISM site manager will even organize training sessions and advanced workshops for your employees. And he will do all this at a fixed budget you can count on.

More features:

Regulatory compliance and quality management

As part of our Integrated Service Management program, we pay special attention to support you that your equipment meets all legal standards and regulatory requirements. And we inform you on how your equipment is performing, by providing service reporting with comprehensive data.

Transparency helps prepare for the future

You will always be up-to-date regarding the service history as well as the current status of all of your equipment. For example, your ISM site manager will let you know when the next preventive maintenance of your medical systems is required – so you can plan staff and schedule patients reliably.



“The main advantages we get from our Integrated Service Management contract are lower maintenance costs, a unique interface for managing all related activities, the ability to undertake difficult and hard-to-manage tasks, reduced spare parts inventories, and the freedom to focus our efforts on our core business.”

Jose Antonio Molina
Manager of the Electromedical Department
Complejo Hospital, Toledo, Spain

Our commitment

Four advantages when choosing Siemens Healthcare.

Siemens Healthcare is not only one of the biggest system manufacturers, but also one of the most experienced service providers in the healthcare sector. Thanks to our global presence, we are always at your side wherever you need us. A great number of satisfied customers around the world are a convincing proof. Benefit from working with a global player that is intimately familiar with all the special requirements of clinical operations.

Your advantages include:

1. Service support you can count on

Our international, closely knit network of Siemens support centers forms the backbone of our ISM program. Working behind the scenes, we provide efficient troubleshooting and intelligent dispatch of service resources you and your ISM site manager can count on.

2. Spare parts delivery around the world

Thanks to our global material logistics process, we can offer you a supply chain solution that covers the whole product life cycle. Our vast network of suppliers ensures that spare parts are delivered quickly. Moreover, standard deliveries of spare parts will arrive within 24 hours in more than 97 percent of all cases – around the world.

3. A global training concept

Our innovative global training concept comprises about 1,400 technical and application classes that help you to improve day by day. They all include both basic and advanced levels. The trainings are designed for technicians, medical doctors, application specialists, and IT administrators. Besides classroom courses, a variety of Web-based trainings are also available.

4. Siemens Remote Service

Connect your systems to our Siemens Remote Service (SRS) and benefit from remote monitoring, updates, and more. SRS is our efficient and comprehensive infrastructure for the complete spectrum of medical equipment-related remote services. Services that formerly required on-site visits are now available via data transfer. This includes rapid error identification as well as immediate remote repair. But that's not all. By proactively monitoring your systems, we can detect system parameter deviations before problems occur.



Make use of our service offering

Just as you need it.

Siemens Integrated Service Management offers you many benefits regarding service management, maintenance, and repair – with the highest possible transparency and at a fixed budget.

- **Substantial cost savings with a predictable budget**
- **One service provider to care for all systems, regardless of manufacturer**
- **Comprehensive utilization of proactive services**
- **One contact person for all contract service-related needs**
- **Customizable solutions to fit the needs of your institution**
- **Excellent reporting and decision-making tools**



Siemens UPTIME Services

Solving tomorrow's problems today.

We can do more for you

Discover Siemens UPTIME Services' proactive offer.

As a proactive service provider, Siemens UPTIME Services focuses on real-time remote monitoring and preventive maintenance of medical hardware and software. That's how we solve problems before they even occur, thus enabling increased system availability, optimized performance, and workflow efficiency. To keep you on track to success – now and in the future.

powered by Siemens Remote Service

Customized Service Agreements
<ul style="list-style-type: none">• Siemens Performance Plans• Siemens Shared Services
Enhanced Productivity Services
<ul style="list-style-type: none">• Siemens Guardian Program™• Siemens Virus Protection• Siemens Utilization Management
Managed Services
<ul style="list-style-type: none">• syngo Network Management• Siemens Integrated Service Management™

Tailor-made services.

Our solution for medical equipment servicing and maintenance tailored to meet your individual requirements.

The way to top performance.

Our most proactive service offerings that help you tap the full potential of your medical systems and resources.

Perfect modular support.

Our flexible outsourcing solutions that support you in the operation of your medical systems and clinical network.

Siemens Integrated Service Management is part of Customer Care. Life. Our unique customer care approach that helps you get the most out of your investment throughout the entire product life cycle and beyond.

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Global Business Unit Address

Siemens AG
Medical Solutions
UPTIME Services
Henkestr. 127
D-91052 Erlangen
Germany
www.siemens.com/healthcare

Global Siemens Headquarters

Siemens AG
Wittelsbacherplatz 2
80333 Muenchen
Germany

Global Siemens Healthcare Headquarters

Siemens AG
Healthcare Sector
Henkestr. 127
91052 Erlangen
Germany
Phone: +49 9131 84-0
www.siemens.com/healthcare

Legal Manufacturer

Siemens AG
Wittelsbacherplatz 2
DE-80333 Muenchen
Germany

www.siemens.com/healthcare