



Guardian Program™
for Angiography
Ensure your system workflow

SIEMENS
medical

Guardian

Guardian Program

› powered by Siemens Remote Service

Invasive Interventional Procedures

A Shift in Healthcare

Interventional systems demand a dedicated solution that allows your medical equipment to be in continuous operation, especially in a mission critical environment – from minimally invasive procedures to extensive coiling procedures. The Guardian Program™ supports system availability through constant system monitoring. By proactively observing your system, many malfunctions and system errors can be detected. In the event that your system malfunctions, a predefined high-speed escalation process is activated, quickly guiding you through the first critical phase to the point where your system returns online again. The Guardian Program is a service offer that maintains security and provides a high level of availability during interventional procedures.

Siemens Remote Service (SRS), the efficient and comprehensive infrastructure for the complete spectrum of Siemens medical equipment-related remote services, is the driving force behind the Guardian Program. SRS offers you solutions designed to provide you secure and reliable medical system support, dedicated to helping you maximize your bottom line performance.

Guardian Program is part of Life, the unique customer care solution that helps you get the most from your investment. From the moment of your purchase, Life surrounds you with an array of programs and support that enables the continuous development of your skills, productivity and technology. Allowing you to broaden your capabilities. Increase profitability. And take patient care to the next level.



Guardian Pro

The Guardian Program comprises a series of integrated service modules, from real-time monitoring to preferred on-site rapid repair time – offering you maximum system availability and reliability.

Guardian Program – the key benefits

- › Real-time proactive remote monitoring
- › System reliability and improved availability
- › Rapid problem resolution by Certified Engineers
- › Preferred spare parts availability
- › Increased patient safety by avoiding downtime during invasive procedures
- › Guaranteed repair time
- › Improved workflow and smooth operation
- › Budget planning safety by maintaining productivity



Siemens Remote Service – secure handling of sensitive data

Siemens Remote Service (SRS) is designed to maintain a high level of patient data confidentiality and integrity, while at the same time upholding their availability. SRS employs sophisticated authentication and authorization procedures, state-of-the-art encryption technologies and logging routines together with strictly enforced organizational measures that ensure optimal patient data security and access protection.

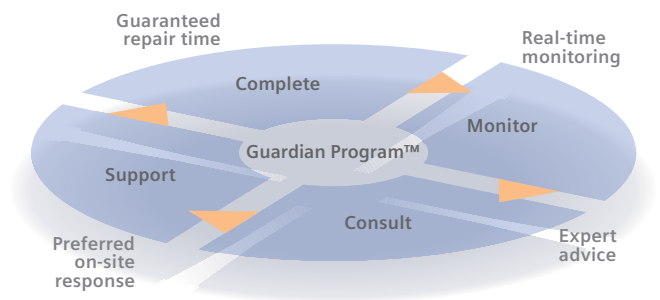
We thereby offer you a solution that meets the standard jointly created and agreed upon by manufacturers from the USA, Europe, and Japan, represented within the NEMA/COCIR/JIRA Security and Privacy Committee. A solution that takes into account both the technical feasibility as well as the regulatory guidelines in the USA, Europe and Japan. For details please see our SRS Security Concept.

Guardian Pro

The Guardian Program includes the integrated service functions of real-time monitoring, expert advice, preferred on-site response and guaranteed* repair time. In principle, this is how it works:

Monitor Real-time monitoring – always by your side

The monitoring software installed on your Siemens system provides expert engineers with uninterrupted updates of all of the parameters of your system, signaling most potential system errors and malfunctions even before they arise. Notification is immediately initiated if there is a deviation from acceptable values. The system automatically sends a status message to our UPTIME Service Center – available free of charge over our toll-free number. With real-time monitoring, you therefore enjoy all of the benefits of an expert presence for your systems.



**Guarantee is subject to the terms and conditions of the service agreement.*

Program

Consult Expert advice – guiding you through the first critical phase

Upon the remote notification of the UPTIME Service Center, the status message is immediately evaluated by one of our Certified Support Engineers, and appropriate actions are initiated. In the event of a system malfunction during an interventional procedure, our experts guide you by phone through the first critical phase of the intervention to minimize the potential for inconvenience to the patient. Our Support Engineer offers you an expert advice on the exact status of your system within the first 15 minutes.

Support Preferred on-site response – there when you need us

If necessary, one of our Certified Support Engineers will arrive at your site within a predefined period of time after notification – guaranteed. Briefed on the nature of the repair prior to arrival, the service technician will have the necessary spare parts needed to get your system up and running again – saving valuable time otherwise spent ordering and waiting.

Complete Guaranteed repair time – you can bank on it

Understanding that system downtime means rescheduling patients, reassigning staff as well as other consequences resulting in lost time and money, we guarantee that your system will be repaired by the following day at the very latest. Your patient examination planning will be back on schedule by the next business day – you can bank on it.



Proven Outcomes. This is what Siemens is helping to deliver right now. Outcomes that result from truly efficient workflow. Outcomes that improve your bottom line. Outcomes that lead to a level of care that feels exceptional to the patient and the care provider. Proof positive of the value of integrating medical technology, IT, management consulting and services. In a way that only Siemens can.

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