



# Guardian Program

Ensure your system workflow.

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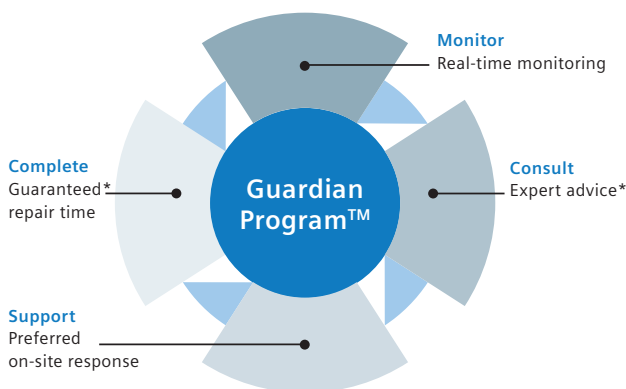
“ The Guardian Program has been a great asset to our clinic. Siemens proactively responds, quickly, in real-time. Minor issues are only really minor if a system can continue to run. Siemens does what they need to do so we can get our job done faster. ”

**Bill Crummer**  
Biomedical Engineer, Medical University of South Carolina, USA

## Siemens Guardian Program

Ensure your system workflow.

The Siemens Guardian Program™ offers you proactive online monitoring of your system's performance on an ongoing real-time basis. By continuously monitoring your system for possible deviations from current norms, the Guardian Program provides for a high level of system availability, making it possible to detect and resolve system errors before malfunctions occur.



**Our proactive service offering Guardian Program includes:**

- **Real-time monitoring** – monitoring software installed on your Siemens system continuously monitors all system parameters, signaling potential system errors and malfunctions even before they occur. If there are deviations from predefined levels, the system automatically sends a status message to our Siemens Service Center.
- **Expert advice\*** – upon notification of the Siemens Service Center, the status message is immediately evaluated by one of our certified support engineers and appropriate actions initiated. An expert opinion on the exact status of your system is also offered within the first 15 minutes.
- **Preferred on-site response** – if necessary, one of our service engineers will come on-site and have your system up and running again in no time.
- **Guaranteed\* repair time** – with the Guardian Program Siemens promises that your system will be repaired quickly. Your patient examination schedule will be back on track as soon as possible.

\* Expert advice and guaranteed repair time are subject to the terms and conditions of the service agreement.



## Guardian Program key benefits at a glance

- Ensures the highest possible level of system availability by proactive real-time system monitoring
- Guaranteed\* repair time in case of a system malfunction remotely and on-site by experienced service engineers
- Secured revenue through scheduled on-site visits as well as minimum repair time



LifeNet UPTIME Services\* is your personalized Internet portal. With our customer portal you have the information you need regarding the productivity of your Siemens equipment as well as your reports at the click of a button.

## Individual contract levels, helpful reporting

### Services to help you increase efficiency

To answer your different needs, we have bundled the features of our Guardian Program in several contract levels. You can also expand your contract with TubeGuard for the SOMATOM Definition family. In addition, our Guardian Reports give you a quick overview on all the information you need for efficient service management.

#### Choose your contract level

Our Siemens Guardian Program is available in different contract levels, which contain various service features.\* Depending on the contract level, you can benefit from proactive real-time monitoring of the systems, expert advice in case of a system malfunction, preferred response time or a guaranteed repair time.

To make use of the multiple benefits of our Guardian Program, simply connect your system to our secure infrastructure Siemens Remote Service and choose the contract level that answers your system uptime needs.

#### Guardian Program including TubeGuard for CT

The tube is an absolutely vital part of your CT. Our additional option TubeGuard is a proactive solution for our high-end SOMATOM Definition family that can predict nearly all tube failures in time: More than ten sensors proactively monitor the tube functions via real-time data flow with Siemens Remote Service. This means that you benefit from an increased system availability and a greater planning reliability, with less risk of unscheduled downtimes. What's more, we will schedule tube replacements with you whenever it is convenient for you.

#### Benefit from reporting

Within the scope of the Guardian Program, we also offer Guardian Reports. They can be easily accessed via our customer portal LifeNet UPTIME Services\* and downloaded onto your computer. Guardian Reports are an effective tool that helps you evaluate system and service performance at a glance, as the information is displayed as easy-to-read statistics.

#### The key benefits of your Guardian Report are:

- **Transparent information** – you can manage your systems better as you gain a quick overview on the availability of your system.
- **Optimized service controlling** – see which services have been carried out at your system remotely by our Siemens Service Center or on site by one of our certified Siemens Customer Service Engineers.
- **Everything at a glance** – check how the service assignments were triggered, by you or proactively by our Guardian monitoring expert.

\* Service contract levels as well as the availability of LifeNet are subject to the terms and conditions of your local service agreement.



## Siemens UPTIME Services

Solving tomorrow's problems today.

# We can do more for you

Discover Siemens UPTIME Services' proactive offer.

Siemens UPTIME Services proactively provides for your system's availability – with our Guardian Program. We focus 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	<b>Customized Service Agreements</b> <ul style="list-style-type: none"><li>• Siemens Performance Plans</li><li>• Siemens Shared Services</li></ul>	<b>Tailor-made services.</b> <p>Our solution for medical equipment servicing and maintenance tailored to meet your individual requirements.</p>
	<b>Enhanced Productivity Services</b> <ul style="list-style-type: none"><li>• <b>Siemens Guardian Program™</b></li><li>• Siemens Virus Protection</li><li>• Siemens Utilization Management</li></ul>	<b>The way to top performance.</b> <p>Our most proactive service offerings that help you tap the full potential of your medical systems and resources.</p>
	<b>Managed Services</b> <ul style="list-style-type: none"><li>• syngo Network Management</li><li>• Siemens Integrated Service Management™</li></ul>	<b>Perfect modular support.</b> <p>Our flexible outsourcing solutions that support you in handling your medical systems and clinical network.</p>

Siemens Guardian Program 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.

You want to know more? In this pocket, you find further information on what we can do for you.

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