



# Performance Plans

Tailor service to your needs.

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## Siemens UPTIME Services Solving tomorrow's problems today.

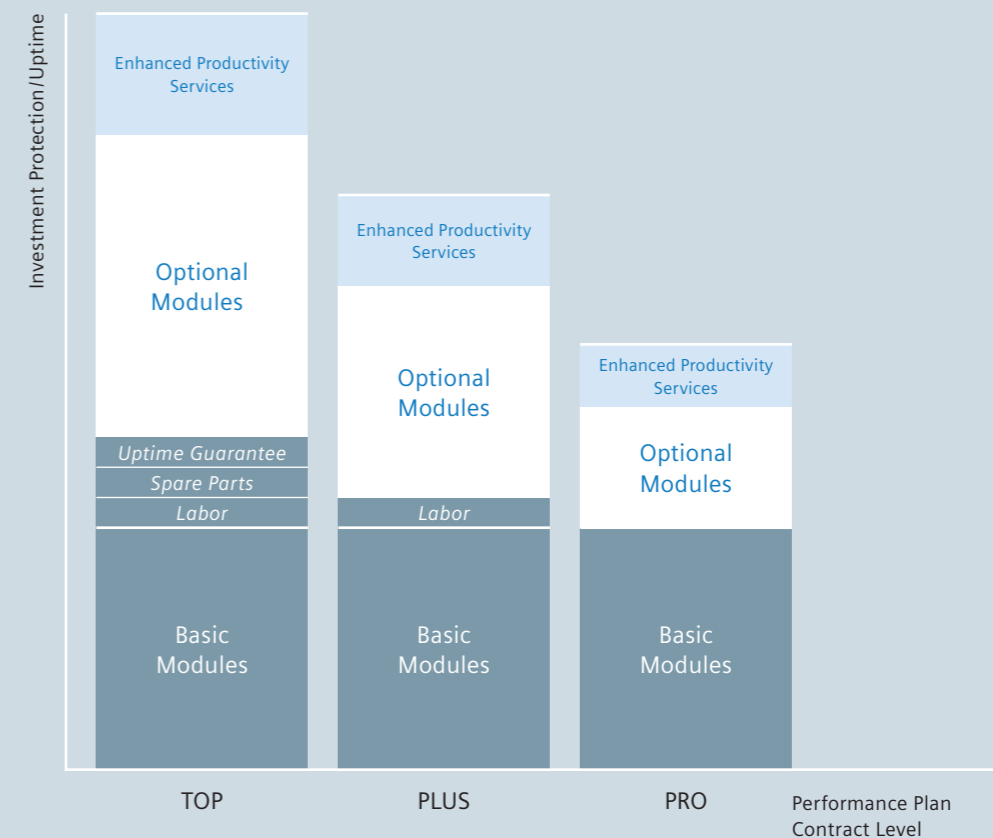
High system availability, diagnostic confidence, optimized workflow – to meet your performance expectations at any time, we systematically focus on being proactive. On real-time remote monitoring and preventive maintenance of medical hardware and software. On proactive analysis and anticipatory logistics when it comes to planning and performing service assignments. And on intelligent processes that help us get better constantly. That's how we safeguard against system failures or quality inconsistencies before they even occur. To keep you on track to success – for greater system utilization, process efficiency, and productivity. Proactively.

## The new flexibility – tailored service solutions

Your challenge is to offer best possible health care while using your resources optimally and staying within budget. Our job is to provide you with the best solutions for doing so – night and day. With every Siemens system, we offer customer-specific support and service packages as well as several options for maximum flexibility. In short, we customize our service offerings to meet your individual requirements. Are you seeking service for just a single system? A complete service management solution? Comprehensive consulting for the long term? Whatever your needs, our team will help you to run all your operations smoothly, with predictable costs.

### Siemens Performance Plans

> powered by Siemens Remote Service





## Siemens Performance Plans – tailored to meet your specific needs.

Enabling you to accurately calculate operating expenses and avoid unforeseeable risks that might drain your budget.

Down times not only cost you money, but also waste personnel resources and prolong waiting times for your patients. With our Performance Plans, you can improve your equipment's reliability. For you, that means predictable costs, less risk, and higher efficiency.

Different needs call for individual service agreements. That is why we have structured our technical services in modules and additional options. It is important that we know your specific goals before offering you the right solution. By selecting the best combination of modules and options, we develop an individualized Performance Plan that ensures an optimal service solution and continuous support for your systems.

Simply select one of our Performance Plans: TOP, PLUS or the basic version PRO. And in combination with the optional modules, you receive a solution that best fits your needs.

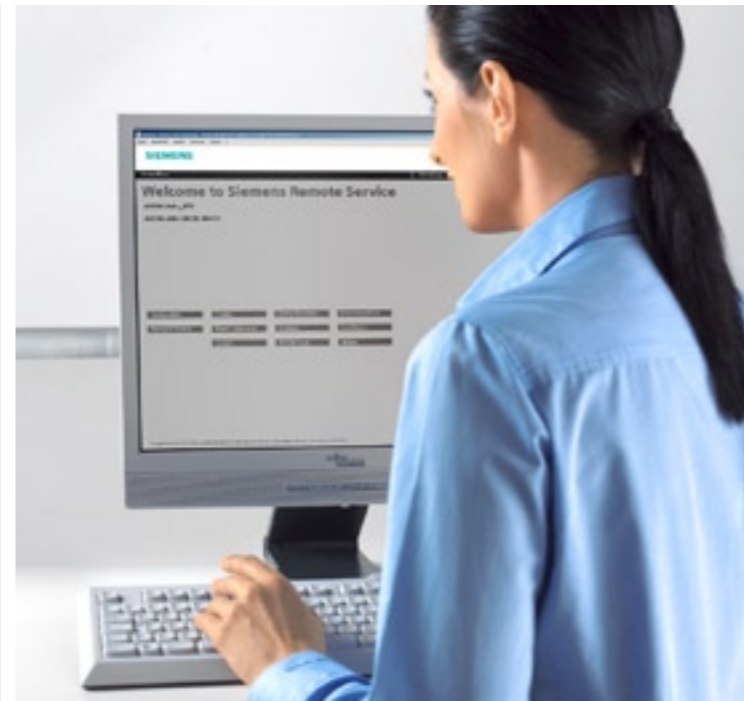
### Choose your package – and get exactly the service you need

Modules	Description	Performance			
		TOP	PLUS	PRO	
Basic Modules	<b>Preventive Maintenance</b>	Preventive services carried out in accordance with the Maintenance Plan to ensure high system availability	✓	✓	✓
	<b>Safety Checks</b>	Performed to insure compliance with all local and federal guidelines and regulations	✓	✓	✓
	<b>Quality Assurance</b>	Performed to keep the system within the quality specifications as issued by the relevant equipment's specifications	✓	✓	✓
	<b>Updates</b>	Delivery of hardware and software updates to enhance the safety and performance of the system	✓	✓	✓
	<b>Siemens Remote Service (SRS)</b>	The efficient and comprehensive infrastructure for the complete spectrum of medical device-related remote services	✓	✓	✓
	<b>syngo Evolve Package™</b>	Covers software and hardware upgrades in one single package. Systems will be regularly upgraded as specified in the respective equipment's specifications	*	*	*
	<b>Corrective Maintenance</b>	Any labor required to rectify equipment malfunction	✓	✓	–
	<b>Technical Phone Support</b>	Telephone support provided by the UPTIME Service Center regarding technical issues	✓	✓	–
	<b>Siemens Service Performance Report</b>	Fast and easy overview of main service deliverables	✓	✓	–
	<b>Spare Parts</b>	Exchange of defective parts upon system failure including the shipping and handling of spare parts	✓	–	–
<b>Uptime Guarantee</b>	Guarantee that the equipment will function at the minimum UPTIME Performance level as specified	*	–	–	
Optional Modules	<b>Application Training</b>	Individually scheduled customer training at customer's site and/or at Siemens training centers	*	*	*
	<b>Extended Coverage Period</b>	Extended contracted service hours for Preventive and/or Corrective Maintenance (from Monday–Friday and/or weekends + holidays)	*	*	–
	<b>Load Dependent Agreement</b>	Individual contracts for special components calculated on the basis of system utilization	*	–	–
	<b>Shared Risk Agreement</b>	Individual contract to share the risk on spare parts consumption	*	*	–
	<b>Preferred Response Time</b>	Accelerated telephone/on-site response time	*	–	–
Enhanced Productivity Services	<b>Special Components</b>	Exchange of defective special components (e.g. power tubes, detectors, transducers etc.) upon system failure including their shipping and handling	*	–	–
	<b>Siemens Guardian Program™</b>	Increased system availability based on real-time monitoring, expert advice, preferred on-site response time, and guaranteed repair time (both optional)	*	*	–
	<b>Siemens Virus Protection</b>	Comprehensive defense against malicious software attacks via virus scanner installation, automatic remote updates (scanner + hotfixes), security hotline, and virus elimination (optional)	*	*	*
	<b>Siemens Utilization Management</b>	Reports on system usage and performance plus detailed benchmark analyses (optional) of systems operating in similar environments	*	*	*

- ✓ = included
- \* = configurable/optional
- = not included



With LifeNet UPTIME Services, you have all the information you need regarding the productivity of your diagnostic equipment at the click of a button.



Siemens Remote Service (SRS) combines cutting-edge medical technology with the latest information technology – dedicated to helping you maximize your bottom line performance.

## Essential information – always at a glance

### LifeNet UPTIME Services

LifeNet UPTIME Services is our secure web portal that gives you the information you need to manage the productivity of your Siemens diagnostic equipment – anywhere you can access the Internet. Here you can find and download, among other things, your Service Performance Report, which informs you with the click of a button how well your service orders were completed by Siemens. The portal also allows you to retrieve a wide range of data that clearly indicate the availability and efficiency of your systems. So you can make the timely decisions you need to make.

## Services that go beyond – to support your every need

### Siemens Remote Service (SRS)

Siemens Remote Service (SRS) is the efficient and comprehensive infrastructure for the complete spectrum of medical equipment-related remote services. Services, which formerly required on-site visits, are now available via data transfer. This includes easy error identification as well as immediate remote repair. But that's not all. By proactively monitoring your systems, we can detect parameter deviations before problems occur. And that is just a brief glimpse into the new dimension of system support.

### Life – Our Customer Care Program

Siemens Performance Plans are part of Life. Life is the unique customer care solution from Siemens 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.

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