



## Shared Services

Elevate your expertise

[www.siemens.com/healthcare](http://www.siemens.com/healthcare)

**SIEMENS**

“

The Siemens service technicians train our technicians directly whenever there's a service call, allowing them to learn from the Siemens technicians so that they will be able to handle similar cases on their own in the future.

”

**Andrea Ganter**

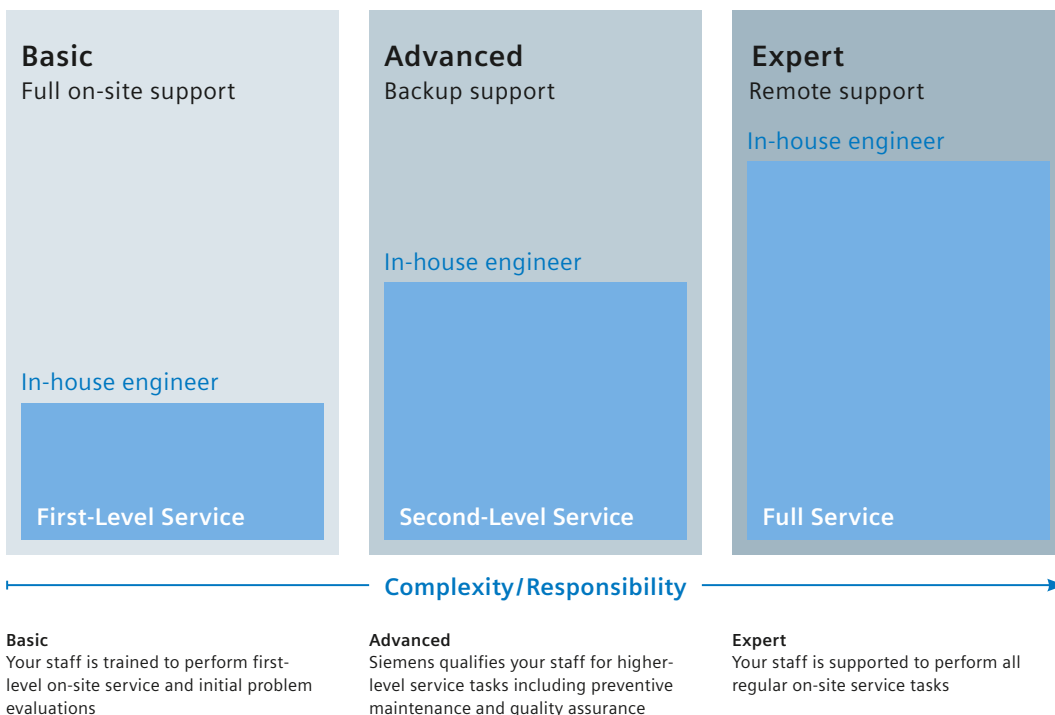
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## Siemens Shared Services

### Elevate your expertise

Service requirements are largely determined by the installed equipment, the size of the technical department, and the available in-house expertise. Siemens Shared Services offers you individually adaptable partnership agreements that proactively provide your in-house staff with the skills, training, and tools needed to meet their daily challenges – now and in the future.

You can choose between three individually tailored service solutions at support levels that are customized to your needs.





# Tailor-made service – at your disposal

## Profit from the latest knowledge and technology

From classical maintenance to proactive services – our experts' work within Siemens Shared Services is based on an innovative, graduated support model. Its bottom line? Elevation of your expertise, security of your system's availability and increase of your efficiency. Here is what you can expect in detail:

### Basic level

#### First-level on-site service skills with full support

At the Basic level\*, we train your staff to act as the technical support point of contact for your clinical staff, making initial problem evaluations and performing first-line service tasks.

#### Functions include:

- Immediate preliminary technical clarification and online analysis of the system with the help of Siemens Remote Service
- Rapid feedback to end users
- Remote on-site diagnostic and repair assistance
- Initiation and coordination of service requests
- In cooperation with your in-house staff, our Siemens Medical service experts handle the actual repair of the system and perform the necessary preventive maintenance tasks.

### Advanced level

#### Extended capabilities for second-level service

The Advanced level involves training of your qualified in-house personnel to perform higher level service tasks. This includes even preventive maintenance and

quality assurance measures. Complex service cases are escalated to our experts for remote and on-site assistance. Flexible spare part models can be included in the agreements on individual basis.

#### The Advanced level\* involves:

Training of your qualified in-house personnel to perform higher-level service tasks – predominantly preventive maintenance and quality assurance measures

### Expert level

#### Professional skills and qualification

Graduates of the Expert level\* are able to perform high-level service tasks. We provide your staff with the necessary tools, solutions, skills, and certifications to enable them to keep your systems running at peak performance at all times. Siemens resources such as our on-call service or spare parts logistics remain at your disposal at the Expert level.

#### This includes:

- Updates
- Service software access
- Hotline support, etc.

\*Some service configurations may not be available in all countries.



## How it works – step by step

### Count on proactivity – on-site and remote

#### Siemens Shared Services – an invitation to excel

With Siemens Shared Services, we invite you to fully exploit our long-standing knowledge and expertise for your advantage. Before starting the actual training, we conduct an on-site analysis of the existing resources and qualifications at your facility. This in turn serves as the basis for the individually tailored training program we put together for your technical staff.

#### Siemens Remote Service – the driving force behind

Siemens Remote Service (SRS), the efficient and comprehensive infrastructure for the complete spectrum of medical-equipment-related remote services, is the driving force behind Siemens Shared Services. Via SRS, you have access to Siemens service software tools or our knowledge base, for example. And services that formerly required on-site visits by a Siemens engineer 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. For you that means:

- Faster repair times
- Prevention of unscheduled downtimes
- Improved patient planning and throughput
- Planned spare parts replacement
- Minimization of on-site visits with remote diagnosis
- Best possible utilization of your system potential

## Siemens Shared Services

Choose your package – and get exactly the service you need

	Modules	Description	Basic	Advanced	Expert
Basic Modules	<b>Technical Training</b>	Basic and product-specific training courses, conducted on site and in our training centers to gain qualification for all relevant service tasks. This is a prerequisite for in-house engineers to enter a Shared Services Agreement. Technical Training charges are by default not included in the Shared Services Agreement.	pre-requisite	pre-requisite	pre-requisite
	<b>Technical Documentation</b>	Provision of all relevant service documentations to the in-house engineers.	✓	✓	✓
	<b>Service Software Access</b>	Provision of a Service Software license key according to the Shared Services Agreement level.	✓	✓	✓
	<b>Knowledge Database Access</b>	Access to the Uptime Services Knowledge Database according to the Shared Services Agreement level.	✓	✓	✓
	<b>Preventive Maintenance</b>	Preventive services carried out in accordance with the Maintenance Plan to ensure high system availability.	✓ <sup>1)</sup>	*	—
	<b>Safety Checks</b>	Performed to insure compliance with all local and federal guidelines and regulations.	✓ <sup>1)</sup>	*	—
	<b>Quality Assurance</b>	Performed to keep the system within the quality specifications as issued by the relevant equipment's specifications.	✓ <sup>1)</sup>	*	—
	<b>Update Kits</b>	Delivery of hardware and software updates to enhance the safety and performance of the system. Depending on the complexity of the update and the Shared Services Agreement level, the installation is performed either from the in-house engineer or through Siemens.	✓	✓	✓
	<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.	✓ <sup>2)</sup>	*	—
	<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.	✓	*	—
	Optional Modules	<b>Uptime Guarantee</b>	Guarantee that the equipment will function at the minimum UPTIME Performance level as specified.	*	—
<b>Application Training</b>		Individually scheduled customer training at customer's site and/or at Siemens training centers.	*	*	*
<b>Service Tools</b>		Provision of special service tools to the in-house engineer, required to fulfill all relevant service tasks. The charges for these tools are by default not included in the Shared Services Agreement.	*	*	*
<b>Extended Coverage Period</b>		Extended contracted service hours for Preventive and/or Corrective Maintenance ( <i>from Monday–Friday and/or weekends + holidays</i> ).	*	*	—
<b>Load Dependent Agreement</b>		Individual contracts for special components calculated on the basis of system utilization.	*	—	—
<b>Preferred Response Time</b>		Accelerated telephone/on-site response time.	*	*	—
<b>Special Components</b>		Exchange of defective special components (e.g. power tubes, detectors, transducers etc.) upon system failure including their shipping and handling.	*	—	—
Enhanced Productivity Services	<b>Siemens Guardian Program™</b>	Increased system availability based on real-time monitoring, expert advice, preferred on-site response time, and guaranteed repair time ( <i>both optional</i> ).	*	*	*
	<b>Siemens Virus Protection</b>	Comprehensive defense against malicious software attacks via virus scanner installation, automatic remote updates ( <i>scanner + hotfixes</i> ), security hotline, and virus elimination ( <i>optional</i> ).	*	*	*
	<b>Siemens Utilization Management</b>	Reports on system usage and performance plus detailed benchmark analyses ( <i>optional</i> ) of systems operating in similar environments.	*	*	*

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

- 1) = with customer assistance
- 2) = customer performs first-line service



## Shared Services – for your advantage

Your key benefits at a glance

- Higher system availability and productivity
- Intensive training and certification, working together with our engineers
- Increased technical staff expertise
- Direct access to Siemens service tools and knowledge base
- Improved budget planning
- Optimal cost-benefit ratio
- Visible return on investment



## Siemens UPTIME Services

Solving tomorrow's problems today.

# We can do more for you

Discover Siemens UPTIME Services' proactive offer.

With Shared Services, Siemens UPTIME Services proactively elevates your performance by giving you support with a dedicated partnership. 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

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

### 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 Shared Services 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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