



UPTIME Services  
**Guardian Program™**

Optimizing the Workflow of your Medical Equipment

**SIEMENS**  
medical

# Invasive Interventional Procedures A Shift in Healthcare

Interventional systems demand a dedicated solution that ensures your medical equipment is in continual operation, especially in mission critical environments, starting from minimal invasive procedures to extensive coiling procedures.

The Guardian Program™ provides security online through constant system monitoring. By pro-actively observing your system, deviations are detected before major problems occur. In the event 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™

Monitor

Consult

Support

Complete



## How the Guardian Program™ works

Monitor

**SRS Preventive Event Monitoring –  
Always by your side**

Our SRS Event Monitoring prerequisite responds quickly and appropriately. Event Monitoring software installed on Siemens systems, monitors all your system's parameters. If a default value is exceeded or falls short, the system automatically sends a status message to our UPTIME Service Center – provided free of charge over our toll-free number.

Consult

**Expert Decision – We guide  
you through the critical phases**

At this point, the UPTIME Service Center is notified. Our certified Support Engineer evaluates the status message and initiates all appropriate actions. Should your system malfunction and an immediate solution is necessary, we will guide you through the first critical minutes to recover or backup the system's functionality – allowing safe completion of procedures and minimize any risks for patient and user.

Support

**Guaranteed Onsite Response –  
We will be there fast**

Our Support Engineer will quickly arrive at your site within a predefined time – guaranteed. The Guardian escalation process will provide the Support Engineer with all necessary parts upon arrival – saving ordering and waiting time. The replacement parts will fit exactly, since the Guardian Program™ knows your system's parameters and identifies the exact source of deviations or failures.

Complete

**Defined Maximum Repair Time –  
Saving time and money**

Siemens recognizes what it means when your system is down. Patients must be rescheduled, staff has to be reassigned ... actions that cause loss of time and money. We have developed the Guardian Program™ as your guarantee for system availability, and reliable patient examination planning. You can depend on it.

## Remote Data Security Info – Sensitive handling of your sensitive data

We assign the highest priority to data security and access protection. Unauthorized system access is prevented through various security routines – ranging from password protection and software - supported user identification to mandatory callback for explicit access authorization. Only after your authorization and verification, our Support Engineer will access your system and find the solution together with you. The same extensive and strict security measures are maintained even within our own service organization.

## All security information at a glance

- **Router Security**

Our remote router supports access lists as well as the caller identification and the call back.

- **Router data protection**

The data can be encoded (optional).

- **Firewall**

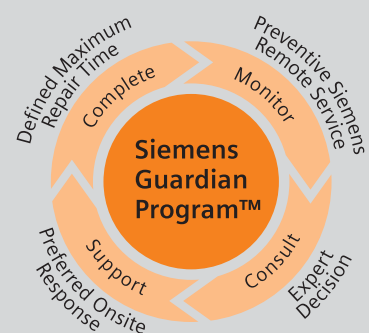
The system supports dialog with transparent firewall systems.

- **User administration and monitoring**

At any time, our central Remote Diagnostics server can determine the name and time of login to your system.



**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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