

Healthcare

SIEMENS RANKS NO. 1 IN SERVICE REPAIR QUALITY, RESPONSE TIME

CT, PET•CT, SPECT•CT, Mobile C-Arms, RIS, Urological Imaging Receive Top Ratings in MD Buyline Report

CARY, N.C., July 28, 2008 – Siemens Healthcare (www.siemens.com/healthcare) was recently ranked No. 1 in service repair quality and service response time and received top vendor rankings in multiple imaging fields, including computed tomography (CT), positron emission tomography•computed tomography (PET•CT), and radiology information systems (RIS), according to the latest *Quarterly User Satisfaction Report* from data resource organization MD Buyline.

The report's 2008 second quarter rankings show that Siemens ranks No. 1 for service repair quality and service response time in its CT, PET•CT and cyclotrons, single photon emission computed tomography (SPECT) and SPECT•CT, mobile C-arms, and urological imaging service areas. Siemens also received a No. 1 vendor ranking for these areas, as well as for RIS.

“Our equipment is specifically designed for serviceability, and our Customer Service Engineers receive extensive on-the-job training and off-site training at our \$40 million Training and Development Center,” said Carl Westerhold, vice president, Customer Services, Siemens Medical Solutions USA, Inc. “Siemens UPTIME® Services offers numerous innovative and proactive services, such as real-time remote system monitoring, that enable the detection of parameter deviations in medical imaging systems before malfunctions occur. With even more innovative services on the way, system downtime at the customer site can be minimized and the planning reliability and workflow in hospitals and private practices can be significantly improved.”

Also of note are individual top ratings for the following Siemens products: magnetic resonance (MR) in the “Installation/Implementation” category, mammography systems in

the “Installation/Implementation” category, cardiology PACS in the “System Performance” category, and PACS in the “Integration” category.

The MD Buyline *Quarterly User Satisfaction Report* determines vendor rankings based on user satisfaction composite ratings in the categories of System Performance, System Reliability, Installation/Implementation, Applications Training, Service Response Time, and Service Repair Quality.

“As an ISO9001:2000 certified organization, our focus on quality and continuous improvement is an integral part of our culture,” said Jim Greaney, vice president, Service Marketing, Siemens Medical Solutions USA, Inc. “It’s great to see third-party organizations, such as MD Buyline, validate what our customers tell us – that Siemens consistently delivers outstanding service.”

The Siemens Healthcare service organization in the United States includes more than 1,300 Customer Service Engineers (CSEs) in eight regional zones. CSEs are supported by a parts distribution network headquartered in Memphis, Tenn., which replenishes inventory daily at five regional parts depots and 12 local depots. The UPTIME Service Center, located in Cary, N.C., operates 24 hours a day, 365 days a year, and handles more than two million calls annually.

“Our U.S.-based customer care model integrates technical support engineers, applications specialists, and an engineer dispatch model that’s built for speed,” said Westerhold. “When a call comes in, customers are immediately referred to experts familiar with their institution and their system. If an on-site engineer is required, they arrive with an optimal action plan to get the system running quickly.”

About Siemens Healthcare

The **Siemens Healthcare Sector** is one of the world’s largest suppliers to the healthcare industry. The company is a renowned medical solutions provider with core competence and innovative strength in diagnostic and therapeutic technologies as well as in knowledge engineering, including information technology and system integration. With its laboratory diagnostics acquisitions, Siemens Healthcare is the first integrated healthcare company, bringing together imaging and lab diagnostics, therapy, and healthcare

information technology solutions, supplemented by consulting and support services. Siemens Healthcare delivers solutions across the entire continuum of care – from prevention and early detection, to diagnosis, therapy and care. Additionally, Siemens Healthcare is the global market leader in innovative hearing instruments. The company employs more than 49,000 people worldwide and operates in 130 countries. In the fiscal year 2007 (Sept. 30), Siemens Healthcare reported sales of €9.85 billion, orders of €10.27 billion, and group profit of €1.32 billion. Further information can be found by visiting <http://www.siemens.com/healthcare>.

About MD Buyline

MD Buyline maintains the largest online database on medical capital equipment and informatics purchasing, discounting, user feedback and vendor information. Members have access to tools and services to evaluate and select technologies. For more information about MD Buyline please visit www.MDBuyline.com.

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