

Healthcare Sector Imaging & IT Division

Siemens Emotion CT Receives Top Rating in KLAS Report

Siemens 16-slice scanner ranks highest in overall satisfaction, quality, and ease of use

Malvern, Pa., Aug. 18, 2009 – According to a recent report from market research firm KLAS*, Siemens Healthcare’s SOMATOM® Emotion CT scanner is ranked highest among 16-slice CT systems. Powerful and cost-effective, the SOMATOM Emotion 16 enables facilities to not only perform routine examinations, such as brain, chest, and abdomen examinations, but also undertake high-end, detailed examinations, such as high-resolution CT angiography, which greatly improve patient care, as well as diagnostic workflow.

Among major vendors in the 16-slice CT market, KLAS ranked the SOMATOM Emotion 16 scanner highest, earning a performance score of 90.7 out of 100. In individual categories, the system received top marks in “Product Works as Promoted,” “Product Quality Rating,” “Product Uptime,” “Ease Of Use,” “Quality of Implementation,” “Implementation on Time,” “Quality of Training,” and “Part of Long-Term Plan.” The system also received the top rating in several categories, including, “Would They Buy It Again (100 percent),” “Recommend to a Friend/Peer,” and Keeps All Promises (100 percent).

“We are very pleased that the KLAS rankings not only reveal Siemens product innovation, but also our unique approach to customer care,” said Kulin Hemani, vice president, Computed Tomography, Siemens Healthcare. “Siemens is dedicated to helping its customers get the most out of their investment throughout the entire product life cycle and beyond. We understand that the investments in healthcare technology that a hospital makes today will have profound effects on its patients and business for years to come.”

Siemens’ Customer Care Approach

From the moment of purchase, Siemens’ innovative solutions are enhanced by various services, such as education and training, to help broaden the customer’s knowledge, enhance their skills, and improve their productivity. Siemens value-added proactive services and support offerings are

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designed to maximize uptime and system availability, solve issues in a timely manner, and help institutions improve productivity and minimize costs.

The Siemens Customer Care approach encompasses four core components that highlight the different ways we support you through your product life cycle and beyond: Education and Training, Information and Communication, Services and Support, and Upgrades and Migration.

Education and Training ensures that customers are always kept up to date on the latest scientific developments. Information and Communication provides customers with valuable information about their area of specialization through newsletters and customer magazines as well as online.

Services and Support comprises all innovative and proactive service offers that allow potential malfunctions on Siemens Healthcare systems to be identified before a failure or crash actually takes place. This is made possible by the Siemens Remote Service (SRS) platform. Through service products such as the Guardian Program™, customer systems are continually and proactively monitored in real time.

Upgrades and Migration contains the *syngo* Evolve (system upgrade), Expand (system expansion), and Elevate (system replacement) programs. Equipped with the latest hardware and software, customers can continuously improve their hospital workflows, clinical applications, and the diagnostic functions of their systems. Specifically, *syngo*® Evolve CT can help prolong the time a CT system stays at the cutting edge of technological development. With *syngo* Evolve CT, a customer can enjoy a planned upgrade of their SOMATOM scanner within five years, typically three years after system installation.

In addition, Siemens Clinical Education provides a variety of educational offerings tailored to customer's needs and requirements – when, where, and how they need it. From virtual education to onsite and classroom training, to printed self-study programs, Siemens Clinical Education provides imaging and therapy professionals with a variety of traditional and alternative learning methods to accommodate multiple learning preferences. Siemens helps customers to optimize the usage of their system, while obtaining continuing education credits.

*Source: "Slicing the CT Market: Next Generation, 64, and 16". www.KLASresearch.com. May 2009. KLAS Confidential Information. © 2009 KLAS Enterprises, LLC. All rights reserved

The **Siemens Healthcare Sector** is one of the world's largest suppliers to the healthcare industry and a trendsetter in medical imaging, laboratory diagnostics, medical information technology and hearing aids. Siemens is the only company to offer customers products and solutions for the entire range of patient care from a single source – from prevention and

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early detection to diagnosis, and on to treatment and aftercare. By optimizing clinical workflows for the most common diseases, Siemens also makes healthcare faster, better and more cost-effective. Siemens Healthcare employs some 49,000 employees worldwide and operates in over 130 countries. In fiscal year 2008 (to September 30), the Sector posted revenue of 11.2 billion euros and profit of 1.2 billion euros. For further information please visit: www.siemens.com/healthcare.