

GE Healthcare SERVICES ECOSYSTEM

Maintenance that goes beyond break/fix

Unlock the full potential of your imaging system with a PREMIUM SERVICE adapted to YOUR critical needs and beyond



GE Healthcare Services
Your ecosystem

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GE Healthcare Services OFFERING

With the **GE Healthcare Services offering**, we have reinvented our service contracts and our organisation to be more adaptable to your needs. **A services agreement** should be flexible to allow you to tailor it to your organisational needs and priorities.

ONE contract, MULTIPLE options

One service contract, **FOCUS**, ensuring high quality and safety standards.

To maximize your productivity and return on investment, we will provide you with:

- Local services excellence and parts stocks across Europe.
- Guaranteed response times and firm uptime commitment.
- Essential maintenance with the level of coverage of your choice.
- Intelligent Digital Solutions to help you to maintain high quality standards and better manage your asset performance.



And multiple options providing solutions beyond 'break and fix' that deliver operational and financial outcomes.

A **FOCUS contract** can be standalone or combined with one or more of our bolt-on packages:



POWER pack

Provides you with our fastest response yet, leveraging our advanced remote Services to detect potential events before they occur.



ANALYTICS pack

Access insightful asset utilization, increase availability and reduce operating costs.



EDUCATION pack

Expand your department's capabilities through continuous training to remain at the forefront of clinical excellence.



SHARED pack

Harness your in-house capabilities and partner with GE Healthcare experts to maximise your system availability.



CONTINUITY pack

Proactively prepare for technology obsolescence or extend your current asset capabilities.



FOCUS CONTRACT

helps your equipment
operate at its best



- Reduced disruptions and enhanced patient experience.
- Highest quality standards for your equipment over its lifetime.
- Better-informed decisions using our embedded Advanced Digital Tools.
- Predictable total cost of ownership.

The FOCUS contract defines the most important elements of maintenance coverage that you need.



PREVENTIVE MAINTENANCE

Keep your systems operating in prime condition thanks to regular preventive maintenance on your system carefully executed by our GEHC field experts. Maximise productivity and efficiency by preventing future disruptions and ultimately extend the life of your system.



CORRECTIVE MAINTENANCE

In case of a corrective action to be taken, our Customer Service Centre is available every business day from 8am to 4.30pm. Get the full attention of a local service representative in less than **12 seconds***.

Remote corrective maintenance

- Your local remote experts take control of your system via InSite™ technology, using the same interface as if they were on site, within 1 working hour.
- GE's remote service delivery and connectivity Services are certified to ISO27001 for cybersecurity.
- 37% of failures are fully solved remotely.

On site corrective maintenance

- A technician from our local team will come within **8 working hours** to your site, directly with the right part, following remote diagnosis.
- A stringent training process maintains the highest quality standards for our field teams.

*Average phone waiting time for Europe in 2018.

** For Imaging equipment in Europe in 2019.





STOCK OF CERTIFIED SPARE PARTS

GE Healthcare does not compromise on parts quality, ensuring that your system is always returned to its original state following repair. Your local technician will choose from over 800,000 parts in stock in Europe, with over 95% of them available within 24 hours.



GUARANTEED RESPONSE TIME AND UPTIME COMMITMENTS

With a FOCUS contract, you will benefit from our support, with guaranteed remote and on-site response times. We confidently commit to a minimum uptime of 95% and above.



ADVANCED DIGITAL SERVICES

Take advantage of our embedded Digital Services, iCenter™ and UpdateMe™, helping you to make informed decisions at the right time. Keep an eye on the performance of all your assets, with self-service reporting and insightful data sent automatically to your smartphone.



UP-TO-DATE SYSTEM

Access the latest product enhancements as part of your service contract. Limit disruptions and allow your system to perform at its best, due to field modification instructions (FMI) and updates that systematically address bug fix and latest software improvements for stability and cybersecurity reasons.

Updates vs. Options and Upgrades

"Update" means gradual changes and/or minimum improvements or corrections to malfunctions in the Software embedded in the Equipment that are usually provided by GEHC to Customers receiving maintenance Services. The Update does not involve any major change and does not provide significant new applications, functional capabilities, or changes to the Equipment.

"Modifications and Updates (FMI)" means GEHC security modifications and/or updates relating to the Equipment that are prescribed or recommended by the Equipment manufacturer or that are required under applicable law including, but not limited to, all applicable regulatory provisions.

During the applicable warranty period and during the agreed contractual period, FMIs and Updates are covered under the terms of the contract and are free of charge.

"Options and Upgrades" means additional applications or functional capabilities of the Equipment or significant improvements and / or significant modifications made to the Equipment which do not constitute corrections to malfunctions. GEHC may occasionally offer Options and Upgrades, when available.

Upgrades (or Options) are not covered by the contract and are the subject of a commercial offer addressed to the Customer when they are available.

In accordance with specific financial rules, certain upgrades or options may be the subject of a service contract (please see CONTINUITY pack as contract option).



POWER PACK

for your fastest speed of intervention



Designed to provide you with our fastest response yet, leveraging our advanced remote Services to detect potential events before they occur. **Help to maximise your productivity with the highest possible equipment uptime, enhancing patient care and staff satisfaction.**

AUGMENTED RESPONSE TIME AND UPTIME COMMITMENTS

With a **POWER** Pack, you can benefit from our support 24/7, with our fastest guaranteed remote and on-site response times. We confidently commit to a minimum uptime of 98%. You further benefit from:



Fastest access to our expert team of dedicated local GE engineers based in your country, with advanced remote diagnostic and repair capabilities. Your local remote experts take control of your system via InSite™ technology, using the same interface as if they were on site, within ½ working hour.



If on-site repair is needed, you'll benefit from our **priority intervention schedule** that gives you the quickest parts delivery and on-site response times. A technician from our local team will come within 4 working hours to your site, directly with the right part, following remote diagnosis.



Proactive monitoring and maintenance of your equipment with OnWatch™* Technology. OnWatch™ provides fully automated, 24/7 system monitoring and can detect a system failure before it occurs. Any deviation alerts our GE engineers, who will then work to keep your operations running smoothly. Optionally benefit from our latest predictive Services capabilities, like Tube Watch™, that predicts tube failures and guarantees a proactive tube replacement before they even occur.

* System eligibility may vary depending on modality.

EDUCATION PACK

for your clinical training needs



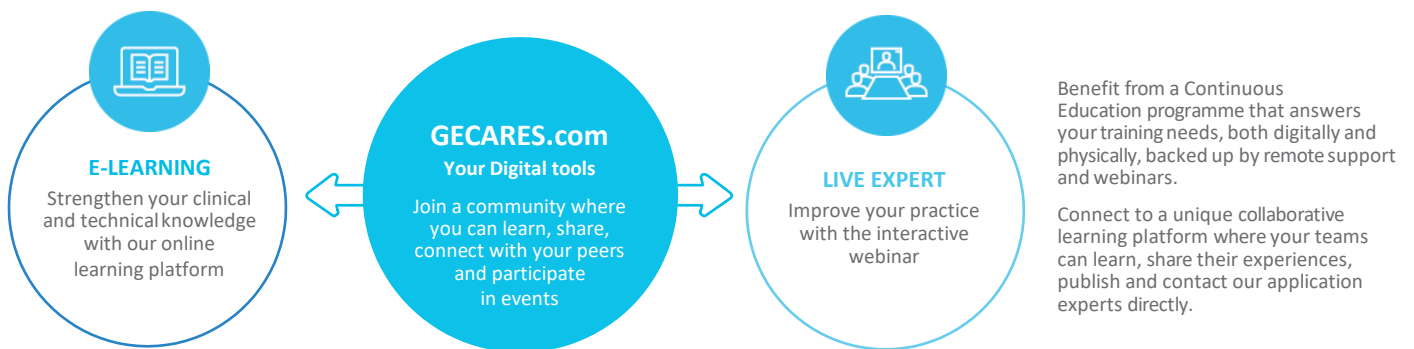
Expand your department's capabilities through continuous training to remain at the forefront of clinical excellence. Optimise the image quality, patient safety and workflow of your GE Healthcare equipment. Integrate new staff effectively and retain your employees by continuously aligning and improving their skills.

CREATE YOUR OWN EDUCATION PACKAGE

Choose from regular live expert webinars, personalised training programme assignments and e-learning modules.

30 hours of live assistance and application training directly on your equipment with a dedicated online expert.

Available on demand or as pre-scheduled sessions.



With a EDUCATION Pack, you will:



IMPROVE SKILLS

Get access to our clinical application experts, and benefit from personalised real-time remote support also during your procedures with AppsLinq™.



INCREASE EFFICIENCY

Regularly choose from our sophisticated classroom training catalogue or our tailor-made on-site application trainings.



MAXIMISE PERFORMANCE

Register for clinical webinars and connect with our experts to help you improve your technical and clinical practice. Powered by GECARES.com

AppsLinq™ and remote application training

Would you like to **practice your routine tasks** and get feedback in **real time**?

Are you an advanced user who would like to **expand your diagnostic proficiency**?

Our experts provide **intensive remote coaching** directly to your screens – for individual users or small groups.

Our clinical experts will hold first-class training sessions throughout the duration of your service contract, on demand or scheduled at the times you choose.



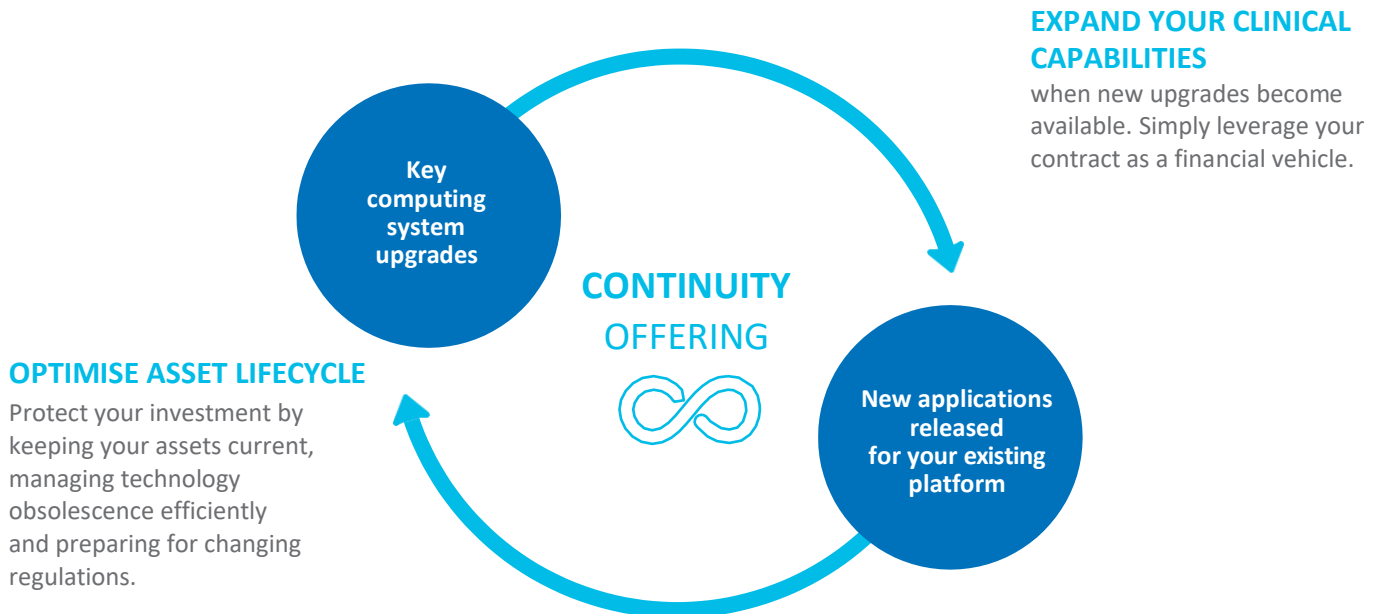
CONTINUITY PACK

for asset lifecycle optimisation



You want to proactively take care of your equipment's lifecycle performance, or extend it with newly released applications? Add a CONTINUITY pack for proactive technology obsolescence management or to extend your current asset capabilities.

Keeping imaging platforms current can help you to **enhance your clinical capabilities, optimise staff performance and extend the lifecycle of your assets.**



With a CONTINUITY Pack, you will:



DELIVER HIGH-QUALITY CARE

- Be ready to expand clinical capabilities when upgrades become available
- Prepare for growing and diversified examination needs
- Help to enhance staff and patient satisfaction



OPTIMISE YOUR ASSET LIFECYCLE

- Protect your investment by keeping your assets current
- Efficiently manage technology upgrades
- Prepare for changing regulations



ENHANCE YOUR FINANCIAL PERFORMANCE

- Simplify budgeting
- Benefit from predictable upgrade costs
- Help to improve your asset planning capabilities

ANALYTICS PACK

for your clinical and operational efficiency



A combination of dedicated Digital tools and advisory Services to help improve clinical excellence, operational efficiency. Get access to actionable insights, leveraging artificial intelligence combined with human expertise to provide the foundation for smarter decisions and more personalised patient care.

Asset Performance Management solutions

give you data-driven insights to help you optimise the use, increase the availability and reduce the operating costs of your healthcare equipment.

Clinical Performance Management solutions

help you to improve clinical capabilities and exam efficiency, manage protocols and optimise dose, all supported by regular coaching.

Our modality-specific Excellence programs* give you the right tools, combined with the level of support you need to use them efficiently. This is a collaborative process between your expert staff and GE's customer success management team, focusing on your **key individual challenges**. **Some of these key areas could be:**



Equipment utilisation Identify variations in your equipment usage



Referrals Identify doctors and facilities with the most referrals



Patient experience Identify and reduce waiting times



Protocols Standardise and optimise your protocols



Dose Monitor dose levels and compliance



Data quality Validate machine and RIS data



Schedule Improve throughput and ease backlogs



Staff Keep on top of training needs and opportunities

*Dose & Contrast Excellence, MR Excellence, CT Excellence powered by Brilliant Radiology (non-exhaustive list).



SHARED PACK

or your technical training needs when part of the maintenance is provided by you



Harness your in-house capabilities and partner with GE Healthcare experts to maximise your system availability. Optimise your performance based on the level of complementary support you need.



TAILOR-MADE SHARED PACK

Complement the existing knowledge and expertise within your organisation with a customised training pack, and empower your team with the skills to ensure smooth daily operations.



MAXIMISE OPERATIONAL EXCELLENCE

Your permanent in-house technical presence coupled with **GE remote expertise**, will directly maximise **system availability** and optimise your patient schedules at all times.



PERSONALISED SET OF TRAINING COMPONENTS

Out training curriculum combines **classroom** and **hands-on sessions**, and covers major equipment functionalities and preventive and corrective actions* to enable your team to perform part of the maintenance in house.



EXPERIENCED AND SKILFUL TEAM OF TRAINERS

Professional and certified GE trainers will shape the training plan according to your team's profile, existing capabilities and needs.



PROVEN CONTENT QUALITY

Your staff attends the **same training modules*** as our field engineers. Attendees will receive a **certificate** upon completion of the training.

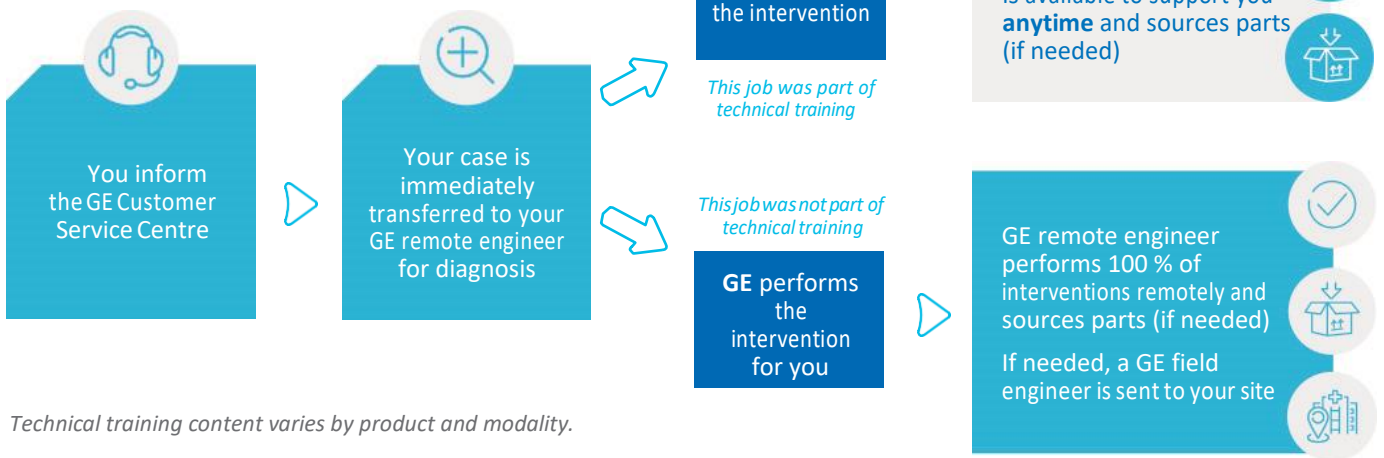
Regular **training refreshers** ensure the knowledge of your team stays up to date.

*Depending on the level of training chosen.

HOW DO WE FACTOR IN CORRECTIVE TASKS WITH YOU?

For any tasks that need to be performed but are not part of the training, **you will have full GE remote and on-site support with guaranteed response times.**

Preventive maintenance tasks split will be agreed separately with you.



Technical training content varies by product and modality.



InSite™

InSite™ is a platform that provides ISO 27001 certified remote connectivity between the customer's Imaging equipment and GE Healthcare and is included in all our maintenance contracts.

Remote connection via InSite™ enables GE to provide bi-directional connection with the equipment and the operator, remote monitoring of equipment, realisation of operations on the machine (consult the registry errors, perform tests, view images, modify parameters, restore damaged files, etc.), which contributes to a high percentage of cases to solve software related incidents directly or to make a diagnosis that allows the Field Engineer resolve the failure on the first visit.

InSite™ also provides the necessary technology to be able to carry out further remote applications listed hereafter.



iLinq™



With iLinq™, you can create a technical assistance ticket 24 hours a day, 7 days a week, via the console of your device. **This electronic messaging system allows direct interaction between the customer and remote technical support engineers** and gives you direct access to the level of expertise you need.

Having a quick access to GE Healthcare's experts is a great way to optimize the use of your Imaging equipment and meet your patient and staff expectations in daily operations.

With iLinq™ the customer has now two options for calling assistance:

He can call an experienced and knowledgeable agent at the national GE Healthcare Customer Service Centre, who will put him **in touch with an engineer familiar** with the technology or alternatively **send a message directly from the console of Imaging equipment describing the problem**. Additionally, the GE Healthcare's unique iLinq™ solution sends the error report to the online Services engineer responsible for the relevant Imaging modality who will then directly take care of the incident.

AppsLinq™*



AppsLinq™ is the exclusive solution by GE Healthcare to provide remote support for clinical applications. Our clinical experts will hold first-class training sessions throughout the duration of your service contract, on demand or scheduled at the times you choose.

AppsLinq™ allows GE Healthcare equipment users to contact a local application expert directly via an icon on the equipment console for the diagnosis and solution of application questions or to seek process improvement.

You can share your screen with the expert in real time, exchange images, and get direct advice on the usage of protocols and sequences.

Another option is to pre-schedule tailormade remote application training to practice your routine tasks and to expand your diagnostic proficiency.

Our experts provide intensive remote coaching in local language directly to your screens – for individual users or small groups.

Please note that AppsLinq™ functionality availability varies from product to product. Standard remote application training can be provided for all Imaging equipment.

* Included as part of the EDUCATION Pack. Optional if the EDUCATION Pack is not quoted on top of a FOCUS contract.





OnWatch™*

PROACTIVE MONITORING AND MAINTENANCE

Shift unplanned downtime into planned service events with OnWatch™ technology.

OnWatch™ provides fully automated, 24/7 system monitoring and is capable of detecting a system failure before it occurs. Any deviation proactively alerts our GE engineers, who will then work to keep your operations running smoothly.



Monitor

Monitor your machines to make sure each part is operating as it should



Restore

Avoid unplanned break down and restore your machine before it fails



Predict

If OnWatch detects an abnormality in the machine, our Service team will receive an alert



Repair

Fix the abnormality remotely or schedule an appointment for on-site service

Traditionally, healthcare providers have taken a **reactive approach to repairs by fixing equipment only when it breaks down**. This approach will lead to loss in revenue, increased patient and staff stress, and cause disruptions from unplanned events that impact your entire organization.

With OnWatch from GE Healthcare, **there is now a proactive solution**. OnWatch gives you the opportunity to **handle potential issues before they happen**.

To achieve this, OnWatch leverages a combination of

software algorithms and fault-detection models refined across GE Healthcare's large installed base, along with intervention from remote engineers that analyze any anomaly detected.

The automated alerts continuously monitor critical subsystems in the image chain to reduce unplanned downtime and ensure optimal image quality to make your organization more dependable and productive for patients and staff alike.

*Included in our POWER pack.





Tube Watch™

REDUCE DISRUPTIONS. ENHANCE CARE

Tube Watch™ is a digital twin based, predictive solution, designed to remotely monitor CT tubes and CT image chain and predict failures and to guarantee preventive tube replacement before any disruption occurs to your CT system.

The service enables systems to be monitored remotely 24/7 and to be fixed at a more convenient time. Tube Watch™ allows proactive part delivery and service scheduling to help maximise uptime by getting the scanner restored quickly.



Monitor

Monitor remotely for tube health indicators or performance trends



Restore

Avoid unplanned tube break down and restore the scanner before it fails



Predict

Predict a potential tube failure before it occurs with predictive algorithms



Repair

Replace defective tube before failure at a more convenient time

Tube Watch™ benefits at a glance:

- Reduce risk for lost revenue due to unplanned downtime.
- Make patient scheduling and workflow planning more predictable.
- Deliver quality patient care with predictable uptime of CT scanners.
- Improve staff satisfaction by reducing schedule changes and overtime.
- Maintain facility reputation and confidence with patients.



Advanced Digital Services

Take advantage of our advanced Digital Services, **iCenter** and **UpdateMe**, that help you to make informed decisions at the right time, improve efficiency and ultimately reduce costs in your department.

iCenter*

BETTER DECISIONS START WITH BETTER DATA

iCenter is a secure, cloud-based asset management tool. Included as part of every GE Healthcare service agreement, iCenter offers comprehensive data and simple navigation, plus advanced analytics for multi-brand** imaging systems.

To learn more about iCenter, contact your GE Healthcare sales or service representative, or visit: www.gehealthcare.com/iCenter to request your account today!

iCenter helps you to:



REFINE OPERATIONS

Get data and analytics on a system's status, use and service activities
Adapt scheduling according to upcoming events



ENSURE COMPLIANCE

Maintain audit compliance by tracking all asset data and relevant documentation



OPTIMISE ROUTINE

Monitor patient and exam volume trends** to enhance staff productivity and improve patient flow



PLAN INVESTMENT

Monitor performance against specified benchmarks to help strategic decision making

* Included as part of FOCUS contracts.

** Depends on system availability.

Advanced Digital Services

UpdateMe*



BRINGING INSIGHTFUL DATA TO YOUR FINGERTIPS 24/7

Almost everything can be simply done from a tablet or smartphone. Why can't you check your radiology equipment that easily too?

UpdateMe - your personalised mobile app.

We've made life easier with UpdateMe, a complementary app to iCenter that brings insightful data directly to your smartphone 24/7, so you can access your equipment anytime and anywhere.

UpdateMe gives you:



REAL-TIME NOTIFICATIONS

Get updates on current service activities straight to your smartphone, allowing you to reduce uncertainty, reschedule patients and reallocate staff efficiently



EQUIPMENT HEALTH**

See alerts on the magnet, the environment, Image Quality trends and performance indicators of your MR systems



EQUIPMENT STATUS

View the current state of each asset, its service history, upcoming events and contract entitlements



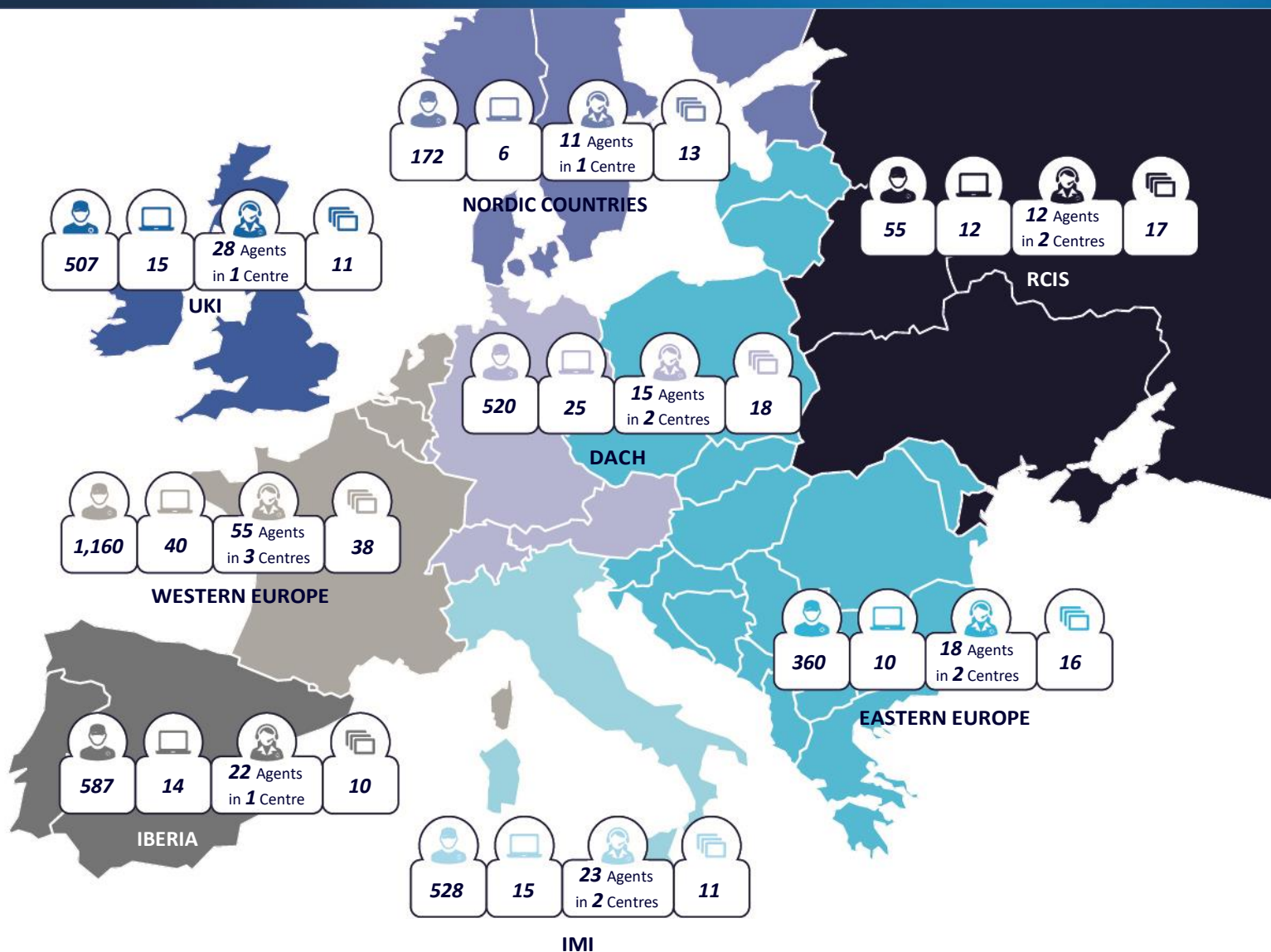
24/7 SERVICE REQUEST

Create a service request and be automatically notified on status changes anytime, anywhere

* Included as part of FOCUS contracts. UpdateMe is not a medical device.



Our European Network



SERVICE EXCELLENCE

Premium service assured by a local and experienced team always at your side.

 <p>Field Support 3,830 Field Engineers</p>	 <p>Remote Support 130 Online Engineers</p>	 <p>Customer Service Centre 160 Customer Agents in 17 Centres</p>	 <p>Clinical Application Engineers 98 Application engineers 19 GE Cares leaders</p>	 <p>Logistics & Parts 1 Global Parts Centre 6 Local Warehouses 7 Repair Centres</p>
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Our Local Organisation



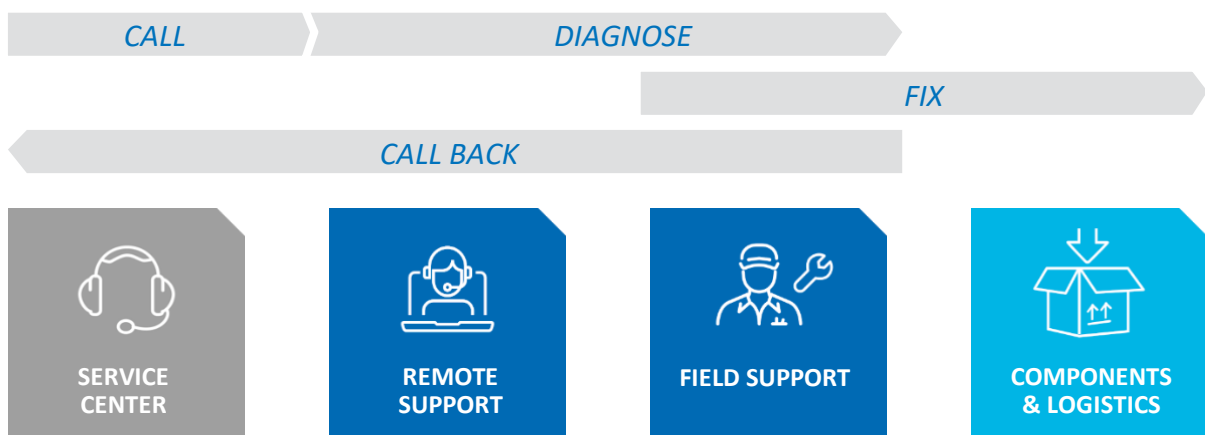
Our local organisation is responsible for the sales, installation, after-sales service and clinical/technical support of its products and customers in Nordic.

Most of our employees have many years of experience in this field and therefore guarantee efficient and customer-oriented conduct.

We can guarantee up to 99% availability of your Imaging equipment. 80% of all failures are solved on the first visit or sooner via remote diagnostic and repair*.

The ability to guarantee up to this level of uptime and service capability is directly linked to the **quality of our after-sales service****.

The overall quality of service is expressed in a stringent and certified process, carefully executed by our service teams across Europe.

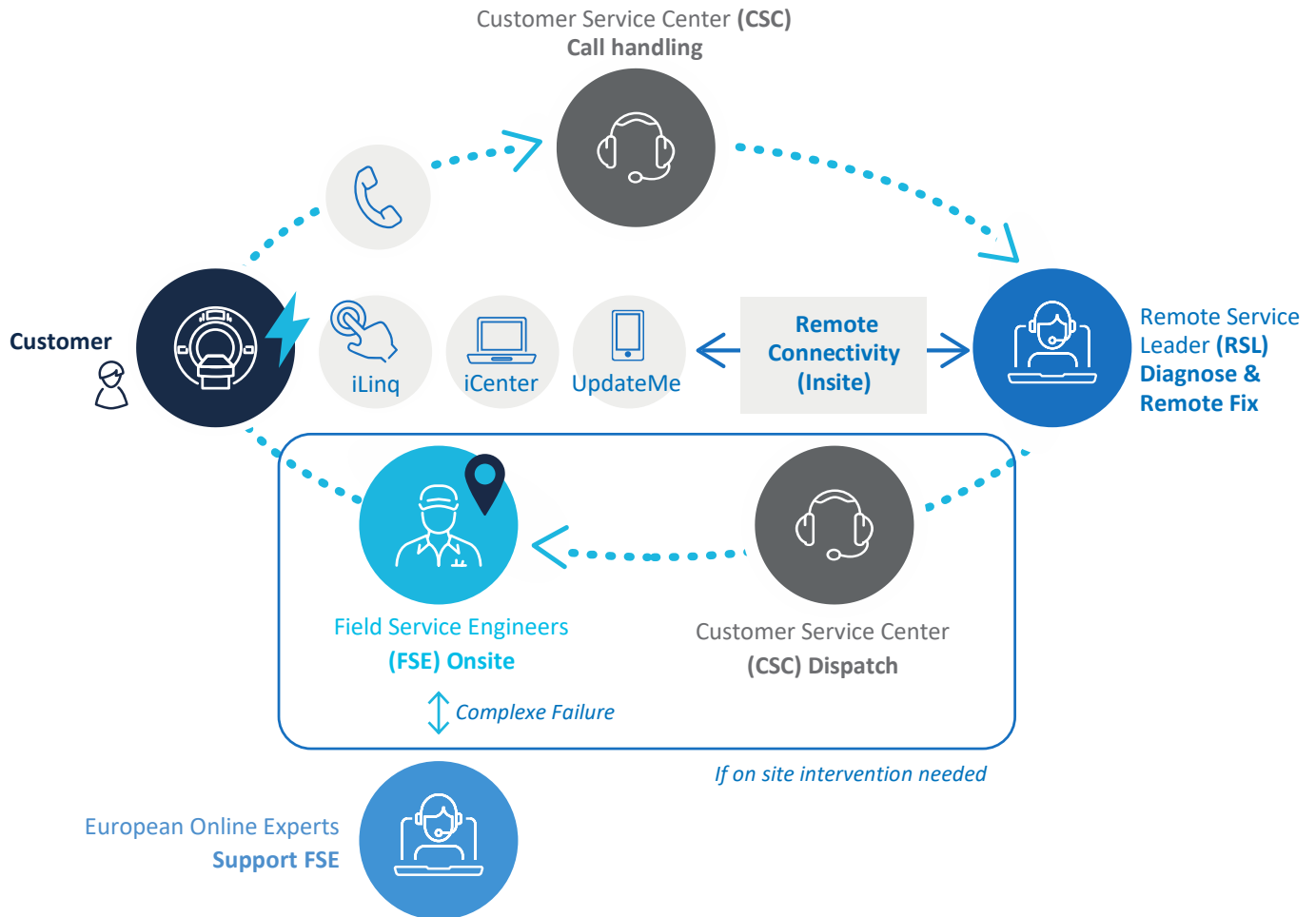


* For Imaging equipment in Europe in 2019.

** The level of uptime commitment depends on the contract you have signed.



Typical Customer call handling:



Our local Customer Service Centre responds to your phone call in local within less than 12 seconds* and opens a job ticket.

Alternative jobs opening can be done via iLink, iCenter or UpdateMe.

A Remote Service Leader (RSL) automatically connects to your system within 15 min in average** for diagnostic and potential remote repair.

GE Remote Service Leader (RSL) are highly specialised in a specific modality. They speak the customer’s language and have an advanced engineering degree and an average of 15 years of experience in the sector. This vast practical experience allows them to quickly troubleshoot systems.

Thanks to the combination of GE Healthcare’s proprietary remote diagnostic software and their specific expertise,

RSLs can **remotely** examine the interior of the system and identify mechanical failures, repair software errors and even help diagnose certain problems and image quality issues.

At least 37%** of job tickets are resolved remotely.

If an **onsite visit is needed** after diagnostic, the OLSE orders the identified spare part that might be needed and our **Customer Service Center schedules the intervention** according to the customer’s availability and the severity of the incident.

During intervention onsite, the **local Field Service Engineer** has a permanent **access to the European Online Experts** for most complex solution.

* European average 2018.

** Europe average 2018, might vary depending on modality.

