



# Unite™ In-House Solutions

**Vision. Expertise. Flexibility.**

## Inspire the best from your brightest.

In a demanding and dynamic environment that requires fast problem solving and strategic foresight, you and your team have the experience to handle any challenges that come your way. And with the support and resources of GE HealthCare on your side, you can make an even bigger impact.

With quality parts, advanced tools, remote service capabilities and customized training, we're ready to help you work more effectively in the moment, leverage your technology to the fullest and lead your organization into the future with confidence.

## They're counting on you. You can count on us.

Think of GE HealthCare's Unite In-House Service Solutions as an extension of your team. We work with your in-house biomed and healthcare technology management experts, supporting you at every phase. So you can spend less time worrying and more time focusing on the clinical partners, operational leaders and patients who rely on you.

## Be a hero to your organization.

When you augment your team with the expertise, vision and flexibility of GE HealthCare, you'll find just the right support to help you achieve more.

- Minimize equipment service down-time
- Optimize device performance
- Maintain excellent image quality
- Enhance patient experience and satisfaction



## Unite<sup>1</sup>

### For organizations with advanced in-house capabilities.

When they need us, we're here with quality GE HealthCare technology solutions and the expertise to keep them running. The right answer at the right time.

- Parts, labor, and technical service training discounts — pay only for what you need
- Next business day afternoon shipping
- Technical Service Package
- Remote phone support with Advanced Visual Support

## Unite Plus<sup>1</sup>

### For organizations with basic break/fix in-house capabilities.

Let us be your dedicated support system. Maximum efficiency today, with eyes on the future so you'll be ready for any challenge that comes your way.

- Full parts coverage
- Next business day morning shipping
- Labor and technical service training discounts
- Technical Service Package
- Remote phone support with Advanced Visual Support, diagnostics and fix

## Foundational elements and Value-added inclusions

	Unite	Unite Plus	Remote
<b>Foundational elements</b>			
Up-time guarantee	No up-time promise	No up-time promise	No up-time promise
Onsite response time	Onsite labor excluded; 6-hour onsite response as needed, labor is billed <sup>2</sup>	Onsite labor excluded; 6-hour onsite response as needed, labor is billed <sup>2</sup>	—
Onsite coverage hours	Hours as applicable; billed at standard, after-hours, weekend/holiday rates, <sup>2</sup> discounts available	Hours as applicable; billed at standard, after-hours, weekend/holiday rates, <sup>2</sup> discounts available	Hours as applicable; billed at standard, after-hours, weekend/holiday rates, <sup>2</sup> discounts available
Planned maintenance hours	Excluded; PM labor is billed <sup>2</sup>	Excluded; PM labor is billed <sup>2</sup>	Excluded; PM labor is billed <sup>2</sup>
Remote call response time	Included; 30 minutes	Included; 30 minutes	Included; 30 minutes
Remote fix	Included	Included	Included
Remote response coverage hours	Hours based on product type; for details visit: <a href="https://gehealthcare.com/service-hours">gehealthcare.com/service-hours</a>	Hours based on product type; for details visit: <a href="https://gehealthcare.com/service-hours">gehealthcare.com/service-hours</a>	Hours based on product type; for details visit: <a href="https://gehealthcare.com/service-hours">gehealthcare.com/service-hours</a>
Technical service support	Technical Service Package: Included Technical Training Discount: 25%	Technical Service Package: Included Technical Training Discount: 25%	—
Basic parts coverage	Excluded, discounts available	Included <sup>3</sup>	Excluded, discounts available
Parts shipping (Repair and PM parts/specialty if included)	Included, Next business day (4:30 pm LST)	Next day morning (10:30 am LST)	—
Specialty parts coverage	Pay-per-part (Discounts and pools may apply)	Full parts replacement coverage <sup>3</sup> (Option to opt-out)	—
Pools	Able to purchase a dollar pool	Able to purchase a dollar pool	Able to purchase a dollar pool
<b>Value-added inclusions</b>			
Remote Clinical Apps Support	✓	✓	✓
Advanced Visual Support <sup>5</sup>	✓	✓	✓
Technical phone support	✓	✓	✓
iLinq™ <sup>5</sup>	✓	✓	✓
InSite™ Connectivity <sup>5</sup>	✓	✓	✓
MyGEHealthCare	✓	✓	—
Software and quality updates	✓	✓	✓
Technical Service Package <sup>5</sup>	✓	✓	—
TiP™ Answerline <sup>5</sup>	✓	✓	✓
TiP-Ed™ Online	✓	✓	—

### Choose the right value-added options to maximize your impact.

Integrate additional solutions such as:

- **Proactive and Predictive Services** — Including AI-based OnWatch™ Predict<sup>4</sup>, Tube Watch, and Unite for Magnets<sup>1</sup>
- **Remote Support** — Including the comprehensive, 24/7 cybersecurity protection of Skeye™
- **Productivity** — Including Encompass™, a real time location system for mobile equipment tracking

LST: Local Standard Time

1. For monitoring on the magnet, add Unite for Magnets.
2. Labor will be billed at then-current Hourly Billed Service (HBS) rates.
3. MR only: For magnet repair parts, add Unite for Magnets
4. OnWatch and OnWatch Predict are separate AI-based proactive and predictive service solutions and if these solutions are desired, they must be purchased separately from Unite for Magnets, under a Unite or Unite Plus service offering. OnWatch and OnWatch Predict are not required to be purchased when purchasing Unite for Magnets.
5. Not available on all products.



# Universal™ Full-Service Solutions

**Vision. Expertise. Flexibility.**

## Turn your vision into reality.

In a demanding and dynamic healthcare environment, you're always adapting to new challenges. Everywhere you look, you see opportunities to work better and faster, and leverage technology to deliver better care. With the full support and resources of GE HealthCare on your side, you can realize your vision for the future.

Maximize the performance of your devices, optimize your hospital operations and stay a step ahead of your challenges with a complete service solution for your GE HealthCare Equipment Fleet. We're with you all the way with quality parts, experienced labor, advanced tools, remote service capabilities and customized training.

## Remove stress. Free staff to focus on patients.

Discover how our people, processes and technology combine to take care of some of the world's most advanced healthcare equipment, so you can focus on the people who depend on you.

## Don't just fix—predict and prevent.

Spot problems before they happen and act to get out ahead—using data, predictive AI and the expertise of our people to deliver maximum impact. AI-based predictive services to catch an impending failure before it happens is built into your Universal Full-Service Solution.



## Universal

**For organizations with lower volume and utilization.** Make the most of your budget to optimize your total cost of ownership.

- Sufficient up-time
- Prompt response
- Basic parts coverage

## Universal Standard

**For organizations with medium utilization and some available backup equipment.**

Balance efficiency and budget to keep you running with quick response time.

- High up-time
- Quick response
- Predictive services
- Full parts replacement coverage

## Universal Plus

**For organizations with high utilization and no backup equipment.** When you need complete confidence that your operations are in the very best hands.

- Maximum up-time
- Rapid response
- Predictive services
- Full parts replacement coverage

## Foundational elements and Value-added inclusions

	Universal	Universal Standard	Universal Plus
<b>Foundational elements</b>			
Up-time guarantee	92%	95% (Buy up to 97%)	98%
Onsite response time	Next day (During coverage hours)	4/6 hours <sup>1</sup>	2/4 hours <sup>1</sup>
Onsite coverage hours	Mon-Fri, 8 am – 5 pm (LST)	Mon-Fri, 8 am – 5 pm (LST) (Buy Up: 8 am – 9 pm LST)	Mon-Fri, 8 am – 9 pm (LST) (Buy Up: 8 am – midnight LST)
Planned maintenance hours	Mon-Fri, 8 am – 5 pm (LST)	Mon-Fri, 8 am – 5 pm (LST) (Buy Up: 8 am – 9 pm LST)	Mon-Fri, 8 am – 9 pm (LST) (Buy Up: 8 am – midnight LST)
Remote call response time	60 minutes	30 minutes	10 minutes
Remote fix	Included	Included	Included
Basic parts coverage <sup>2</sup>	Included	Included	Included
Parts shipping (Repair and PM parts/specialty if included)	Included, Next business day (4:30 pm LST)	Next day morning (10:30 am LST)	Included, Next business day (4:30 pm LST)
Specialty parts coverage (tubes, probes, detectors <sup>3</sup> , crystals for MI <sup>4</sup> )	Pay-per-part (Discounts and pools may apply)	Full parts replacement coverage (Option to opt-out)	Full parts replacement coverage (Option to opt-out)
Pools	Able to purchase a dollar pool	Able to purchase a dollar pool	Able to purchase a dollar pool
<b>Value-added inclusions</b>			
Remote Clinical Apps Support	✓	✓	✓
Advanced Visual Support <sup>5</sup>	✓	✓	✓
Technical phone support	✓	✓	✓
iLinq™ <sup>5</sup>	✓	✓	✓
InSite™ Connectivity <sup>5</sup>	✓	✓	✓
MyGEHealthCare	✓	✓	✓
Software and Quality Updates	✓	✓	✓
TiP Answerline <sup>5</sup>	✓	✓	✓
TiP-Ed™ Online <sup>5</sup>	✓	✓	✓



### Choose the Right Value-Added Options to Maximize Your Impact

Integrate additional solutions such as:

- Digital Solutions — Including the comprehensive, 24/7 cybersecurity protection of Skeye™
- Productivity — Including Encompass™, a real time location system for mobile equipment tracking



## Value-added inclusions

	Universal	Universal Standard	Universal Plus
<b>Proactive: OnWatch™<sup>6</sup></b>			
CT	✓	✓	✓
PET/CT	✓	✓	✓
IGS	—	✓	✓
MR <sup>6</sup>	✓	✓	✓
NM/CT	✓	✓	✓
WH	—	✓	✓
XR <sup>7</sup>	—	✓	✓
<b>Predictive: OnWatch Predict<sup>8</sup></b>			
CT	—	✓	✓
PET/CT	—	✓	✓
IGS	—	✓	✓
MR	✓	✓	✓
<b>Predictive: Tube Watch™<sup>8,9</sup></b>			
CT	—	✓	✓
PET/CT	—	—	—
IGS	—	✓	✓
NM/CT	—	Optional	Optional
WH	—	✓	✓
XR	—	—	—

Refer to Product Schedule for modality-specific offerings and inclusions

Proactive and Predictive services are now standard for modalities indicated across Universal Standard and Universal Plus

LST: Local Standard Time

1. The first number is for Imaging. The second number is for Ultrasound.
2. Does not include consumables/accessories.
3. Wireless detector coverage is separate from system coverage.
4. Pools not applicable to Crystals for MI.
5. Not available on all products.
6. OnWatch will be included on products not compatible with OnWatch Predict.
7. OnWatch for Mobile XR only available on AMX Navigate™.
8. Tube Watch or OnWatch Predict Performance Guarantee is only available through Universal Plus on eligible systems.
9. OnWatch is required for Tube Watch.



# Medical Technology Advanced Services

## What is MTAS?

GE HealthCare's Medical Technology Advanced Services was created to address the dynamic technology challenges health systems face in ever-evolving patient care.



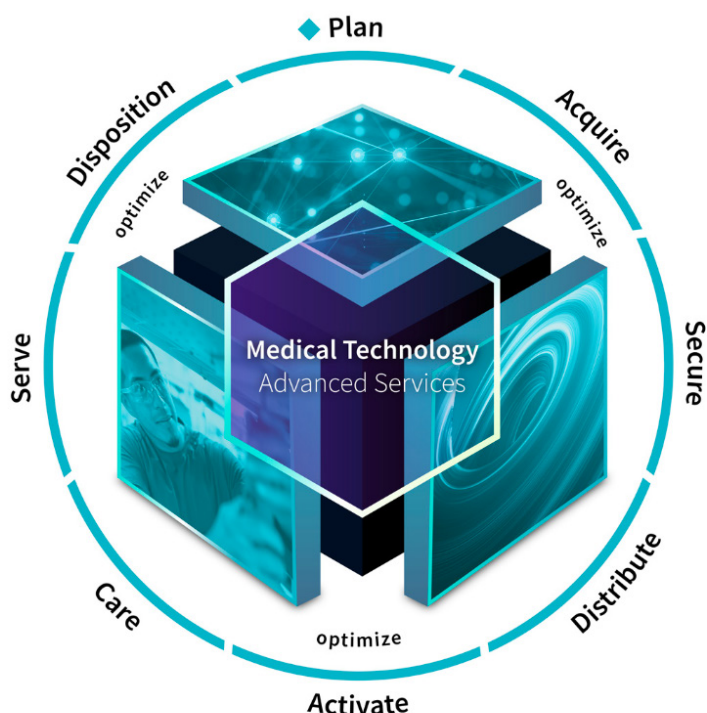
Each health system is uniquely intricate. As a leader, you navigate complex organizational realities every day, balancing excellent patient care with empowering your teams and future-proofing your technology ecosystems. You're constrained by budgets, human resource limitations, and uncertain global supply chains. What's more, your teams often operate in silos, sourcing diverse technologies and processes to meet targeted goals. It's a lot! And holistic impact is very challenging.

Now picture a new approach. What if you could unite your leadership team under a single, transformational, agnostic medical technology strategy? What if, from primary care to complex specialties, from nursing to administrative, and from financial to procurement, your health system could be holistically equipped and prepared to sustainably achieve long-term objectives?

**Our Mission is to enable yours.** GE HealthCare knows health systems and is focused on advanced medical technology, services, and research and development. MTAS brings you together with the best of our people, processes, and technology to enable your transformative vision for clinicians, facilities, patients, and communities.

## How it Works

MTAS is a revolutionary portfolio of services to manage medical technologies through every aspect of their full lifecycle. Those services are Plan, Acquire, Secure, Distribute, Activate, Care, Serve, and Disposition, and they foster transformative synergy across your entire health system.



## Our Process

### 01 Plan

#### **Holistic Technology Assessment and Asset Planning**

Medical technology asset assessment across facilities and health systems is complex and requires a deep current state understanding of devices, dispersed data insights, and the clinical lifecycle of each asset category. Future state planning is optimized with a clear vision of appropriate technology for community care models and maximized investment strategies. GE HealthCare's Plan discipline combines data stratification, collaboration with clinical experts, and processes to facilitate truly holistic technology planning.

### 02 Acquire

#### **Medical Technology Strategic Sourcing**

Focused on creating a fit-for-purpose equipment fleet, Acquire brings together real-time asset data with leading industry processes. This service evaluates fleet right-sizing, examines rental and mobile asset stratification, implements standardization methods, and delivers insights to optimize investment and maximize readiness.

### 03 Secure

#### **Networked Device Risks and Cyber Security**

The pace of evolving digital threats targeting health systems and medical technology continues to rise alarmingly. GE HealthCare Secure brings depth of experience, continuous R&D, and collaboration to take on the challenge. We work side-by-side with your information and security leadership to implement strategies that are unique to medical technology, interweaving them into day-to-day security operations. Proactive monitoring, compliant remediation, active threat scouting, and safe integration of AI are just a few examples of what you can expect.

### 04 Distribute

#### **Asset Movement Within Hospitals and Across Health Systems**

To meet care goals, the right assets must be ready in the right locations at the right time. Through real-time digital ecosystems, lean methodologies, and continuous optimization, Distribute collaborates with your asset management team to fine-tune optimal asset movement. Periodic Automatic Replenishment – PAR and centralized warehousing to avoid capital redundancies are just a few ways we optimize your asset distribution. Let's remove roadblocks for care teams when it comes to asset readiness to meet patient care needs.



## 05 Activate

### Lifecycle Change Management

Through Activate, you have access to GE HealthCare’s vast experience in operationalizing complex programs and operating infrastructure. We work with you through all phases of the program and establish governance standards across your health system. This ensures that the program aligns with your organization’s goals and delivers the outcomes intended.

## 06 Care

### Clinical Outcomes and ROI\*

The only way to achieve your health system’s care goals and continually meet ever-higher standards is to constantly evaluate and improve. Under Care, GE HealthCare collaborates with your clinical teams to enhance utilization, clinical satisfaction, and meet or exceed patient care goals. We keep programs under continuous evaluation, ensuring alignment with evolving requirements and the changing needs of community care.

\*GE HealthCare does not warrant or guarantee profitability or cost savings. Ability to achieve these goals is dependent on factors specific to each customer.

## 07 Serve

### Agnostic Equipment Service Development

GE HealthCare always approaches your programs with a fit-for-clinical-need focus. That means we work either as your direct provider or as a powerful complementary partner with tools, digital real-time ecosystems, and other resources to ensure widely diverse organizational outcomes across your entire health system. Our services organization is continuously evolving its people, processes, and technology to meet the ever-evolving needs of your health system.

## 08 Disposition

### Asset Retirement Strategies

A critical aspect of maximizing medical technology investment is sound end-of-lifecycle planning. GE HealthCare’s comprehensive approach under Disposition creates a data-driven capital investment plan, providing your health system with a 5-year runway to align asset retirement with organizational goals. We also customize retirement through direct resales, eCommerce platforms, global auctions, sustainable recycling, and non-profit certified donation.

Medical Technology Advanced Services by GE HealthCare is powered globally and delivered locally, ensuring access to a partner of scope, scale, and experience in each of these disciplines.

Our teams are mission-driven to create the future of care alongside our health system partners. A collaborative mindset, joint governance structures, continuous optimization, and advanced medical technologies enable your health system to set and achieve audacious yet sustainable goals in transformative care.



To learn more about how Medical Technology Advanced Services can transform your health system, please visit us online.

[gehealthcare.com/services/mtas](https://gehealthcare.com/services/mtas)



GE HealthCare