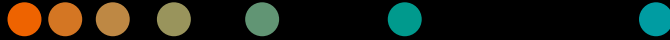


UpSpeed

Guardian Program

Maximize uptime through fast, proactive services



System downtime poses one of the biggest threats to healthcare providers as it puts investment at risk and jeopardizes revenue streams. Long response and support times in the event of malfunctions often make it difficult to achieve excellent diagnostic results and lead to interrupted clinical workflows. The combination of all these challenges could ultimately lead to a loss of reputation for our customers caused by long patient waiting times and inadequate results.

The Guardian Program maximizes your equipment uptime through real-time system monitoring, AI-based prediction mechanisms, and proactive services. Our intelligent systems and solutions generate data that is constantly monitored and analyzed using AI-based algorithms. Artificial intelligence transforms the data into knowledge, which is combined with the know-how of our experts in the Customer Care Centers. This allows us to detect performance deviations very early and to respond to malfunctions before they even occur so that unplanned downtimes can be turned into scheduled maintenance events.

Our experts can either address the incident remotely or visit you onsite – with the right service part already at hand. This helps you keep your system at peak performance at all times and allows you to run your patient exam or lab analysis schedule as planned. As a result, you don't need to reschedule your patients or their lab exams, which reduces their level of uncertainty. Ultimately, your patients are more satisfied and your throughput is increased.

The **Guardian Program** enables you to

- optimize clinical operations through remote real-time monitoring
- reduce unwarranted variations through proactively planned service activities, allowing you to see more patients
- leverage artificial intelligence for maximized system uptime

"...We have decided on Guardian to support us in giving the best care for our patients as well as in providing a seamless clinical workflow. Having this program allows us to concentrate 100 percent on the patient. It monitors our systems the same way we monitor our intensive care patients."

Professor Michael Uder, MD
University Hospital Erlangen
Erlangen, Germany

Continuous real-time remote monitoring of critical equipment parameters and components



Proactive creation of service notifications
Automated information to technical experts about unexpected events

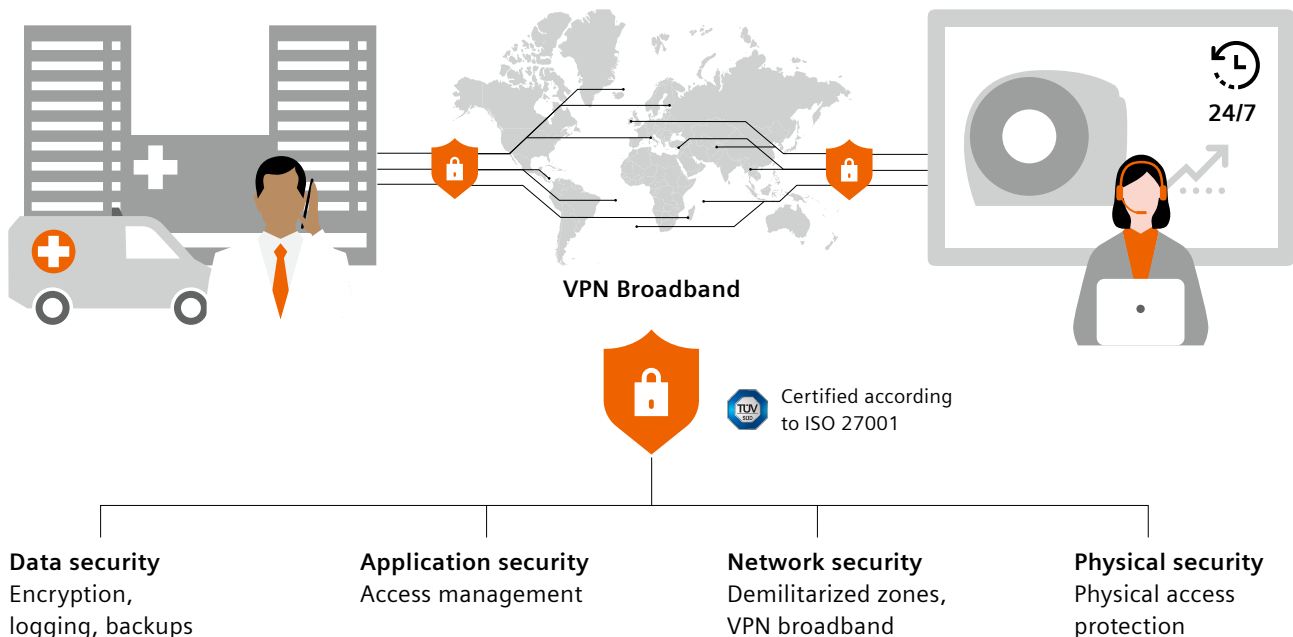


Detection & Prediction
Analysis of equipment core parameters to identify potential deviations from norms



Proactive planning of service activities
to avoid workflow interruptions

The Guardian Program builds on the capabilities of our powerful Smart Remote Services (SRS) infrastructure



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Guardian deliverables vary by device and are not applicable to all Siemens Healthineers equipment. Ask a local Customer Service representative for advice.

The products/features and/or service offerings (here mentioned) are not commercially available in all countries and/or for all modalities. If the services are not marketed in countries due to regulatory or other reasons, the service offering cannot be guaranteed. Please contact your local Siemens Healthineers organization for further details.

The statements by Siemens Healthineers' customers described herein are based on results that were achieved in the customer's unique setting. Since there is no "typical" hospital and many variables exist (e.g., hospital size, case mix, level of IT adoption) there can be no guarantee that other customers will achieve the same results.