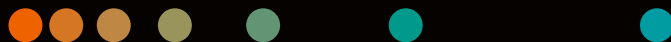


Smart Remote Services (SRS)¹

Your secure connection to support in digitalizing healthcare



High-quality availability, diagnostic confidence and running operations are key to meet your performance requirements. At the same time, keeping equipment state-of-the-art is at the top of the priorities to protect equipment and patient data. Considering these needs, we systematically focus on being proactive to keep you on the path of success.

Smart Remote Services (SRS) is a fast, secure and powerful data link that connects your medical equipment to our experts, who provide you with proactive and interactive services that support you in your daily routine and bring speed to your running operations.

The SRS connection gives you access to our wealth of Remote Services which enable you to:

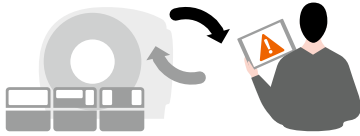
- **Optimize diagnostic and clinical outcomes** – through context-specific interaction and immediate remote application support
- **Enhance performance and functionalities** – through regular remote software updates enabling your system to be always up to date
- **Maximize system uptime** – through real-time remote system monitoring and the proactive scheduling of service events

“The support we receive through SRS provides us with a fast and personalized answer to questions or issues [...]. By having remote access to our server, the syngo supporters (Remote Support Engineers) are really efficient, and can access our workstations, take the control, in order to guide us step by step, for every demand that we have, so we never feel abandoned.”

Jeremy Brachet

MRI Technician, IRM Lyon Nord, Lyon, France

Remote Services³ empowered by SRS



Remote Technical Support

Remote error identification, diagnosis and repair using advanced software troubleshooting tools

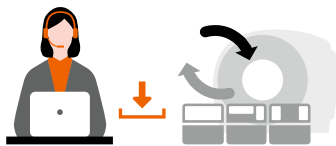
- Minimized impact of failures on daily routine
- Equipment stability & reliability
- Minimized reaction time to unexpected events



Remote Application Support

Remote error identification and real-time interaction between your clinical staff and our application experts

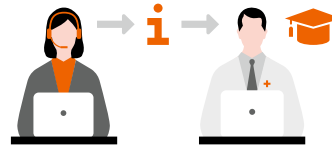
- Immediate and secure access to clinical application expertise
- Improved utilization of clinical applications
- Efficiently run daily operations



Remote Software Updates & Upgrades²

Regular remote distribution of software updates and upgrades

- Investment security
- Equipment protection against cyber threats
- Reliable equipment performance



Remote Trainer⁴

Remote hands-on training on specific clinical applications and features to enhance the competencies and productivity of your staff

- Enhance knowledge & competencies
- Improved workforce productivity
- Increased satisfaction and retention of skilled staff



Remote Monitoring & Prediction

Real-time system monitoring and proactive services to detect and correct malfunctions before they occur

- Maximized uptime thanks to analysis of real-time system information and equipment status
- Hardware & software at peak performance
- Minimized impact of repair events

¹ Service contract required

² Availability dependent of equipment and IT system

³ Connection to SRS infrastructure required

⁴ Offer based on local availability

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.

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