At Siemens Healthineers, our purpose is to enable healthcare providers to increase value by empowering them on their journey toward expanding precision medicine, transforming care delivery, and improving patient experience, all made possible by digitalizing healthcare.

An estimated 5 million patients globally benefit every day from our innovative technologies and services in the areas of diagnostic and therapeutic imaging, laboratory diagnostics, and molecular medicine, as well as digital health and enterprise services.

We are a leading medical technology company with over 120 years of experience and 18,000 patents globally. Through the dedication of more than 50,000 colleagues in 75 countries, we will continue to innovate and shape the future of healthcare.

Atellica, Guardian Program, and all associated marks are trademarks of Siemens Healthcare Diagnostics Inc., or its affiliates. All other trademarks and brands are the property of their respective owners.

Product availability may vary from country to country and is subject to varying regulatory requirements. Please contact your local representative for availability.

References:
1. 2017 Agilent Technologies Global Survey.
2. Based on data obtained during Siemens Healthineers internal product testing (15 Atellica Solution analyzers; 7 different components).
3. Numbers are derived from calculations by Siemens Healthineers using the Atellica Solution Sci and ScI configurations and Global Lifecycle Plan data.

Atellica Solution Service Innovations
Redefining Reliability

siemens-healthineers.com/atellicasolution

SIEMENS
Healthineers

Transform Care Delivery with AI-powered Service Innovations for Your Lab

To meet the demands of today's healthcare environment, Siemens Healthineers has redefined reliability and service with the game-changing Atellica® Solution immunoassay and chemistry analyzers. Combining artificial intelligence (AI) with predictive, proactive, and remote services, the Atellica Solution delivers optimized clinical operations that keep you focused on improved outcomes.

Up to 21 Days
Guardian Program® proactively identifies potential downtime up to 3 weeks in advance.[2]

66 Hours
Additional operating time per year enabled by Service Innovations.[3]

Up to 140,000 Tests
Additional tests per year that can be run by reducing downtime and expediting troubleshooting.[3]

Labs need advanced support to:
Ensure analyzer availability
Optimize workforce productivity
Obtain fast troubleshooting and response times
Enable a greater return on investment

See how the Atellica Solution is engineered to deliver control and simplicity so you can drive better outcomes.

73%
Portion of lab managers who rank analyzer downtime as the primary factor limiting their productivity.[1]

To learn more about how Atellica Solution Service Innovations can optimize the availability of your analyzers and return on investment, please contact your local Siemens Healthineers representative today.

*Service offerings are enabled by Smart Remote Services (SRS). Product and service availability varies by country.

Service Innovations

Remote Services

- Guardian Program
- Remote Assistance
- Remote software updates

Increase analyzer uptime with proactive service alerts.

The Guardian Program provides continuous, real-time, remote monitoring. Using artificial intelligence, it can predict and prevent potential downtime prior to occurrence.

- Monitors over 80 critical components to enable proactive repairs that support peak performance.
- Predicts possible component failures in advance and initiates workflow-friendly service scheduling to enable uninterrupted routine operations.

Get on-demand, live access to the support you need.

Remote Assistance streamlines service requests for faster resolution.

- Enables you to visually share potential issues in real time using the camera function of the Atellica Solution Operator Tablet.
- Offers flexible callback options including live chat, live voice, and live video to bridge service terminology barriers and easily communicate and implement solutions.
- Provides a fast and direct connection to our Customer Care Center via remote ticketing.

Schedule software updates around peak workflow hours.

The Atellica Solution can receive remote software updates, avoiding the need for on-site visits.

- Includes software patches, updated online help information, security updates, and new assay parameters and features.
- Notifies you of pending updates, which are installed automatically by "push" to the analyzer at your convenience.

Learn more about how artificial intelligence is the key to transforming care delivery.

System Care Services

- Self-recovery
- Auto-alignment for user-replaceable parts

Gain continuous analyzer uptime with a self-managing solution.

Self-recovery automatically identifies and adjusts components that are not running in accordance with specifications.

- Continuously monitors critical parts and processes to ensure instrument availability.
- Initiates corrective actions automatically, reducing the need for user intervention.
- Decreases sample reruns and optimizes reagent and consumable usage through uninterrupted analyzer operation.

Make repairs faster, less labor-intensive with smart processes.

The Atellica Solution automatically aligns user-replaceable parts.

- Streamlines maintenance and simplifies training needs.
- Tracks and reports on spare part usage to give you more control over the administration of parts logistics.

- On-site support by Siemens Healthineers professional service team

Learn more about how Atellica Solution uses integrated access to PEPconnect to deliver relevant education at the point of operations.