

A turning point in productivity

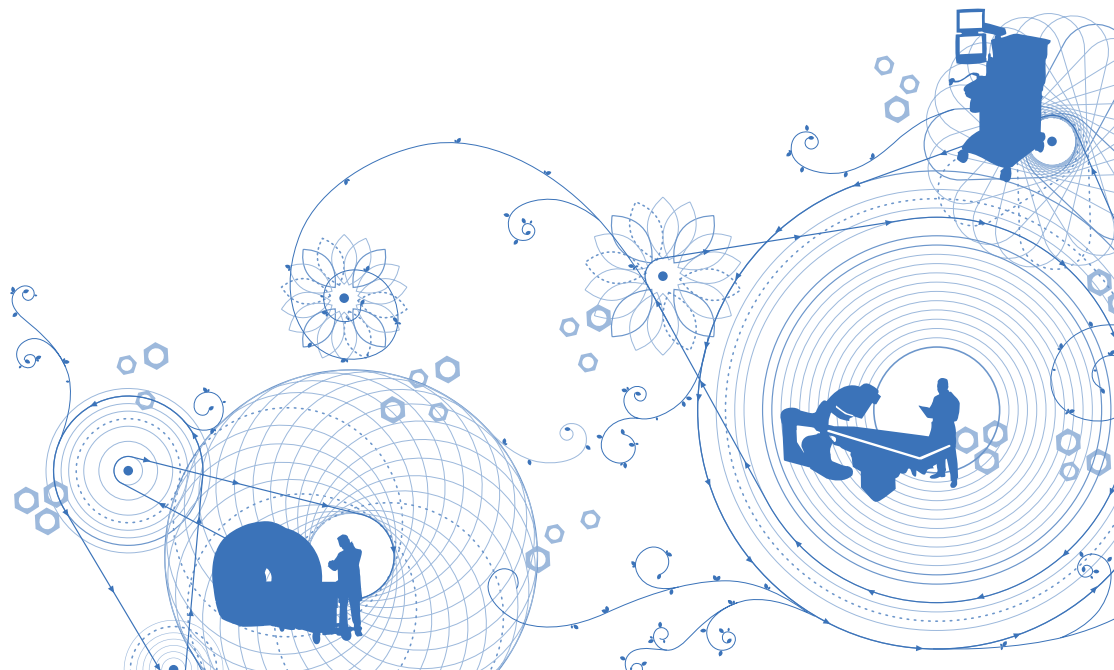


With AssurePoint™ Services, patient care and workflow stay on track

Unplanned downtime from your clinical equipment can negatively affect virtually every aspect of care delivery — from patient to staff productivity and cost control. With AssurePoint Services, you can minimize those problems. Our fast, knowledgeable service response helps you maintain optimal uptime from critical clinical assets for optimal productivity, quality and cost control.

AssurePoint Services can provide you with:

- **High equipment uptime**, so you can schedule and care for patients with greater confidence
- **Quick problem resolution** with our express tech support, fast access to critical parts and timely on-site service response, which minimize unplanned downtime
- **Proactive support** to resolve many issues before they interrupt workflow, by using our remote and proactive service technologies
- **Maximized clinical excellence** with on-demand applications support



AssurePoint Rapid

Intensive care takes on a whole new meaning with this innovative service offering from GE Healthcare. AssurePoint Rapid, built from the strong foundation of our AssurePoint Standard offering, provides low-risk protection for those devices that are critical to your mission, from high-volume scanners that support essential patient services to sophisticated technologies that distinguish your enterprise.

AssurePoint Rapid brings together responsive service features that help you avoid unplanned downtime and optimize access to your critical clinical systems, including:

- **An express link to technical support*** — no more waiting in the queue
- **Fast access to parts** — with same-day repair parts and on-site critical parts*
- **Quick on-site response** from knowledgeable service engineers — to help you maintain high uptime and continuity of care
- **24x7 remote diagnosis and repair*** to identify performance issues sooner and resolve them faster. Our comprehensive remote support — with 200+ dedicated online experts — delivers the results you need. Through our proprietary technology, we can link to your critical clinical assets and deliver tools that help you avoid unplanned downtime:
 - **iLinq™ service** provides one-touch access to GE technical and clinical applications support, via the operator console, so techs can keep scanning and stay on schedule.
 - **InSite™ Remote Diagnostics** supports high uptime by seamlessly integrating your equipment with the GE digital services network, so our engineers can evaluate, diagnose and resolve technical issues remotely when you report a problem.

- **InSite OnWatch proactive monitoring** can identify and resolve small performance issues before they become big problems. This technology uses data-driven prediction tools to monitor your system and forecast maintenance needs. This allows you to schedule maintenance when it will cause the least disruptions to your operations.

GE Service Engineers — exceptional support for you

Count on GE Healthcare to care for your equipment with one of the largest, most highly trained service forces in the industry. GE Healthcare deploys more service engineers per square mile across the United States than any other service provider. GE Healthcare field engineers average 15+ years of experience, and they bring exceptional technical skills, advanced tools for performance optimization and personal dedication to supporting your equipment. Their thousands of hours of rigorous training continue to raise the standard for service expertise, and they're equipped with the latest in remote service technologies.

The result?

Your systems are maintained with precision, diagnosed with speed and repaired with confidence every time. Customers tell us that our field engineers are more than service people. They become “part of the family” because of their dedication to going the extra mile every day for the people they serve.

*Not available on all products. Check with your GE Healthcare representative for availability.

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