



Incomparable

We're leading the way in digital service to deliver more uptime and higher performance for your critical equipment.

There's power behind your GE Healthcare service engineer — the power of InSite™ remote digital services. This advanced technology enables GE to reach out over broadband connections to understand and care for your critical equipment.

With InSite, GE can protect your diagnostic imaging devices, patient monitors and laboratory instrumentation, around the clock and with uptime guarantees, through:

- Shorter repair time with remote diagnostics.
- Technical problem prediction.
- Diagnostic image quality protection.
- Software upgrades to the latest capabilities.
- On-demand training in advanced imaging applications and techniques.
- Collection of performance data to measure progress and drive efficient equipment use.

Tap into experience

GE Healthcare pioneered digital service in 1989 and continues to widen the gap against imitators. The technology is so reliable, so robust, that other GE businesses use it to monitor jet engines in flight and to keep tabs on massive power-generating stations. Our remote digital service professionals expertly resolve more than 200,000 technical issues per year, solving problems quickly and precisely.

As a customer, you benefit from information technology expertise that securely serves more than 300,000 General Electric Company employees worldwide. Our 128-bit Secure Sockets Layer (SSL) – the most advanced technology available – ensures that your connection is secure.

“Based on our reimbursement rates and inpatient/outpatient ratios, InSite helped to prevent the loss of \$98,708 in revenue. InSite is very important in helping us maintain scanning capabilities during the critical hours of 8 a.m. to 5 p.m. It helps us more accurately forecast exam volumes and budget numbers.”

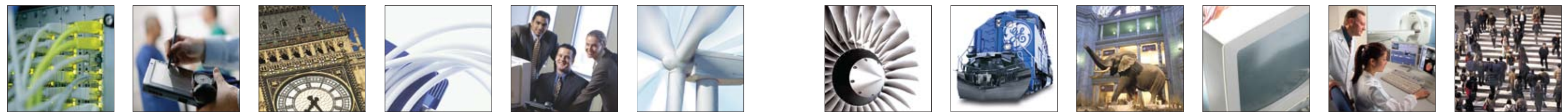
Jeffrey Rehm, BS, Director of Radiology
Froedtert Hospital
Milwaukee, Wisconsin

Incredible

next-generation technology today,
tomorrow and the day after that

Recognized by the Smithsonian Institute as "Innovative use of Technology," InSite today ranks #1 in remote service.¹ We're relentlessly focused on delivering the next generation of digital capability to give you more for your technology investments. Call your GE representative to find out how we can help you today — and about exciting developments soon to come.

¹ As ranked in IMV ServiceTrack 2007 Results.



1989	1991	1992 & 1993	1996	1996	1996-1997	1996-1997	1996-1997	1997	2002	2004	2007
Introduced digital service to healthcare.	Basic software modifications delivered remotely.	Digital operations in Europe (1992) & Asia (1993)	Proactive digital service to non-GE imaging systems	10,000 th customer connection	Digital service technology shared within GE for energy. First power plant with remote monitoring box	Digital service technology shared within GE for aviation. Remote monitoring of jet engines	Digital service technology shared within GE for rail. Remote monitoring of locomotives	Worldwide recognition for proactive digital service from *Smithsonian for "Innovative Use of Technology"	Full software upgrades delivered remotely.	Digital services extended to patient monitoring and life sciences.	48,000 customer connections – twice as many as the nearest competitor InSite OnWatch launched.

*The National Museum of Natural History
Photo by Chip Clark

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Technology that enables the human touch

InSite remote digital service makes both your staff and ours more effective.

- It enables ongoing development of an extensive problem-solving database for GE service engineers.
- It helps GE service engineers pinpoint problems and solve them faster.
- It frees your staff from worry and delays.
- It ensures increased availability of your advanced imaging technology for enhanced patient benefit.

InSite instantly connects you with a GE digital services expert fully qualified to resolve your issue – often remotely – on the spot. If an onsite repair is necessary, a GE service engineer arrives with intimate knowledge of the problem and is better equipped to solve it quickly. You can count on this reducing service time by up to 70 percent – and giving you more productive hours from your equipment.

Expert service and so much more

Look at all you get from InSite and you'll see why we have 48,000 customer devices connected – and more coming online daily.

Get instant action with one touch

Just press the iLinq™ button on your system console. A GE Engineer or Applications Specialist will respond immediately.

Prevent downtime with proactive service

We'll monitor your equipment remotely. If our remote digital engineers detect failure symptoms, we'll remotely make or schedule on-site repairs before you know anything is wrong.

Step up to the latest technology

InSite gives you access to all the latest operating software. GE often can download software directly and cut upgrade time by more than 90 percent.

Protect image quality

Diagnostics experts work behind the scenes to make sure your critical imaging systems operate in full compliance with specifications and deliver the superior images you expect.

Keep your staff sharp

TIP Virtual Assist (TVA) for imaging systems delivers hands-on training with the convenience of distance learning. Through a broadband connection, your staff gets live, interactive instruction, sharing control of the system with a GE Applications Specialist. It's like having the trainer right there in the room.

Get more from your laboratory instruments

Bio InSite service links life science laboratory staff with Ph.D.-level scientists and other highly educated experts for method development, experimental design and data analysis, plus fast diagnostics and repair.

InSite

"I would never consider a piece of imaging equipment without InSite. Other equipment manufacturers have similar services, but GE has really done it right. The service is totally seamless to my technologists. Rather than wasting a lot of time trying to teach staff about each piece of equipment's potential issues and coming up with countless workarounds as in years gone by, we just say, 'Use InSite'... you would think we're GE's only customer."

Michelle Smith, director of radiology
Foothill Presbyterian,
Glendora, California

Invaluable

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General Electric Company, doing business as GE Healthcare.

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