

Who will you trust for Multi-Vendor Services?

Trust GE ... because your patients trust you

Keeping your diagnostic imaging equipment functioning at an optimum level is paramount to providing the highest quality patient care. Patients who are your family, your friends, and the neighbors in your own community. So when it comes to the servicing of your diagnostic imaging equipment – both GE and non-GE systems – you want to work with a company you can trust. The company in which you have the most confidence in their skill, knowledge, responsiveness and reliability.

When you choose GE Healthcare as your multi-vendor service partner, you get the expertise and reputation of one of the industry's leading diagnostic imaging manufacturers and service providers. GE's longevity in the industry and commitment to training our field engineers on both GE and non-GE systems ensures high availability and high quality from all your imaging systems.

Place your confidence in an industry leader

Many of the largest hospital networks and outpatient imaging centers in the country entrust their imaging assets to GE Healthcare instead of another OEM or third-party service provider. GE's Multi-Vendor Services team currently maintains more than 14,000 non-GE imaging devices across the country and regularly trains on an increasing number of OEM systems. Along with their confidence in GE's cross-OEM training program, customers also cite the responsiveness of the industry's largest service team as yet another reason why they select GE Healthcare for all of their imaging system service needs.

When you have a high level of confidence in your service partner, you're free to focus on other priorities. To learn more, talk to your GE representative.



Growing competence every day

GE has over 1,000 service engineers trained to work on non-GE equipment. Collectively, they spend thousands of hours annually learning about the latest technologies from all major manufacturers, including Siemens, Philips and Toshiba.

The state-of-the-art **GE Multi-Vendor Services Technical Center of Excellence** (TCOE) in Arlington, TX, is dedicated to technical service training on non-GE systems. GE engineers train on close to 50 different pieces of equipment installed in this 52,000 sq. ft. facility – everything from R&F and mammography to CT, MR and vascular systems.

With a curriculum that spans 100 different classes, the TCOE provides in-depth, hands-on education to improve both the quality and speed of repair. This is in addition to field-based training programs that include many more non-GE systems. The TCOE is also home to a parts repair operation that handles more than 700 repairs each year and feeds a multi-vendor parts inventory to provide you faster service.

More parts, more suppliers

The GE Healthcare multi-vendor parts organization exceeds the inventory and delivery capabilities of many third-party service vendors. Driven by more than 100 supplier relationships, our strategic vendor alliances, along with our large inventory, allow us to maintain a high part delivery success rate.

Advanced tools

GE has developed advanced digital service tools that enable better and faster resolution of service issues. These include:

- **IQVUE:** vascular image quality optimization kit that removes the subjectivity of image quality. The tool promotes greater system reliability and predictability of component failures and increases uptime.
- **Electronic Performance Support Tools:** ePSTs are developed by and for field engineers and enhance OEM service documentation. ePSTs have been developed for over 100+ non-GE system types.

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GE imagination at work

Remote service diagnostics/monitoring

GE Healthcare is an industry leader in remote monitoring and diagnostics that maximize system uptime while reducing maintenance and service costs. Our digital services capabilities mean more remote service solutions for non-GE imaging systems that, in many cases, will outperform the OEM's remote service offerings. Through secure broadband connections, GE has the ability to monitor the system performance of a variety of different non-GE CT, MR, vascular and CR system types.

Multi-vendor systems used for training at GE's Technical Center of Excellence

CT

Marconi	MX8000
Picker	PQ 6000
Siemens	Plus-4 Power
Siemens	Emotion 6
Toshiba	Aquilion 16
Toshiba	Aquilion 64
Siemens	Sensation 16
Philips	Brilliance 16

MR

Picker	Polaris
Toshiba	Opart
Picker	Outlook GP
Hitachi	Airis II
Philips	Intera 1.5T
Siemens	Symphony 1.5T
Siemens	Espreo 1.5T

Nuclear Medicine

ADAC	Genesys/Pegasys
ADAC	Vertex Epic Plus
Siemens	E-Cam (NT)
Siemens	E-Cam (Mac)
Picker	Axis

R&F

Philips	EasyDiagnost Eleva
Siemens	Sireskop SX
Toshiba	Efficiency

Mammography

Fischer	MammoTest Plus
Hologic	Selenia
LoRad	M-III
LoRad	M-IV
LoRad	M-IV Platinum
LoRad	Lorad StereoGuide
Siemens	Mammomat 3000

Radiology

Philips	Bucky Diagnost TH
Siemens	Multix Top Pro

Vascular

Philips	Allura
Philips	Integris H5000
Philips	Integris V3000
Siemens	Axiom Artis
Siemens	Coroskop TOP Hi-P
Toshiba	CAS-10A w/ KXO-80C

CR

Agfa	Compact
Agfa	Compact Plus
Agfa	CR 75 & 85
Agfa	Solo
Agfa	CR 25 & 35
Agfa	QS3.0/3.5
	Server & Client
Agfa	NX

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