![GE Healthcare logo] GE Healthcare

While you support them, we're supporting you

**Centricity Perinatal Customer Care
and Software Support Program**

There's support behind the software ...

Your busy nursing staff works tirelessly to ensure exceptional care for moms and babies, relying on equipment and software to give them the information they need. GE Healthcare Centricity™ Perinatal software helps you manage meaningful information all in one place, but it doesn't stop there. GE Healthcare offers an array of valuable services to ensure you're making the most of this powerful software.

From technical support to workflow optimization to remote refresher training, our Software Support Agreement (SSA) delivers assurance that you're not alone. We'll assist you in finding the best ways to use our technology to improve your care. You focus on your patients; we'll focus on the rest.

Support comes in many forms

Just like each patient is unique, so is each one of our customers. With our SSA customer care program, we've provided many tools for you to choose from so that you can get the specific kind of insight or problem-solving you need.

Technical and clinical support

- Enjoy free and unlimited technical support via phone or web; we are available in even the most critical moments, such as a workstation shut down
- Tap into additional clinical workflow and configuration support on weekdays
- Receive free software version upgrades
- Remain up-to-date automatically as you benefit from clinical enhancements,* security features, and more

System recovery

- In the rare event of a system loss, this service will rebuild your server, recover your system, and restore it back to its settings before failure.**

Proactive system checks

- Leverage remote access to allow our technicians to check your system and ensure that it is performing as expected

New remote web-based refresher training

- Includes videos with software simulation; users watch an overview, try it themselves with guidance, and then complete a test to confirm understanding
- Management reporting is also available to help ensure competence and provide a summary to support internal/external audits

*Depends on current version and clinical enhancement.
**Requires a fully operational server prior to system loss

... and our support doesn't stop

Never stop learning, never stop caring

No matter how much of an expert you are, there's always more to learn. That's why we're also offering three new levels of support and collaboration to both teach and address your clinical and technical needs.

After a technical/clinical review from a specialist, GE Healthcare will work with you to determine which level is best-suited to your staff's needs. All support begins with the Catalyst level, but you can choose to apply additional resources as necessary.

Catalyst
- Teleconferencing and one-on-one consulting with a clinical support specialist at scheduled intervals allows you to discuss technical questions and general workflow optimization

Collaborate
- Complimentary on-site consulting with a focus on system-optimization recommendations that may include educational opportunities and integration options
- Must complete Catalyst support level first

Comprehensive
- On-site or remote meetings offer in-depth analysis of business objectives, clinical goals, and market trends including a broader perspective of Maternal-Infant Care if desired

In addition to these levels of support, we offer many other online resources to sharpen your skills and equip you for success including access to our customer portal, live and recorded webinars, and remote refresher training.

Unlock your potential now

Contact your GE Healthcare sales representative today, or contact technical support for more information at 800-433-2009.

Imagination at work