



GE HealthCare

Unite™ In-House Solutions

Vision. Expertise. Flexibility.

Inspire the best from your brightest.

In a demanding and dynamic environment that requires fast problem solving and strategic foresight, you and your team have the experience to handle any challenges that come your way. And with the support and resources of GE HealthCare on your side, you can make an even bigger impact.

With quality parts, advanced tools, remote service capabilities and customized training, we're ready to help you work more effectively in the moment, leverage your technology to the fullest and lead your organization into the future with confidence.

They're counting on you. You can count on us.

Think of GE HealthCare's Unite In-House Service Solutions as an extension of your team. We work with your in-house biomed and healthcare technology management experts, supporting you at every phase. So you can spend less time worrying and more time focusing on the clinical partners, operational leaders and patients who rely on you.

Be a hero to your organization.

When you augment your team with the expertise, vision and flexibility of GE HealthCare, you'll find just the right support to help you achieve more.

- Minimize equipment service down-time
- Optimize device performance
- Maintain excellent image quality
- Enhance patient experience and satisfaction



Unite

For organizations with advanced in-house capabilities. When they need us, we're here with quality GE HealthCare technology solutions and the expertise to keep them running. The right answer at the right time.

- Parts and labor discounts — pay only for what you need
- Two-day shipping
- Technical Service Package
- Remote phone support with Advanced Visual Support

Unite Plus

For organizations with basic break/fix in-house capabilities. Let us be your dedicated support system. Maximum efficiency today, with eyes on the future so you'll be ready for any challenge that comes your way.

- Full parts coverage
- Rapid shipping
- Discounted labor
- Technical Service Package
- Remote phone support with Advanced Visual Support

Foundational elements & Value-added inclusions

	Unite	Unite Plus
Foundational elements		
Up-time guarantee	No up-time promise	No up-time promise
Onsite response time	Onsite labor excluded; 6-hour onsite response as needed, labor is billed*	Onsite labor excluded; 6-hour onsite response as needed, labor is billed*
Onsite coverage hours	Hours as applicable; billed at standard, after-hours, weekend/holiday rates* at 20-30% labor discount	Hours as applicable; billed at standard, after-hours, weekend/holiday rates* at 20-30% labor discount
Planned maintenance hours	Excluded; PM labor is billed*	Excluded; PM labor is billed*
Remote call response time	Included; 30 Minutes	Included; 30 Minutes
Remote fix	Included	Included
Remote response coverage hours	Hours based on product type	Hours based on product type
Technical service support	Technical Service Package: Included Technical Training Discount: 25%	Technical Service Package: Included Technical Training Discount: 25%
Basic parts coverage	Excluded	Included
Parts shipping (Repair & PM parts/specialty if included)	Two-day afternoon (5:00 pm LST)	Next day morning (10:30 am LST)
Specialty parts coverage	Pay-per-part (Discounts & pools may apply)	Full parts replacement coverage (Option to opt-out)
Pools	Able to purchase a dollar pool	Able to purchase a dollar pool
Value-added inclusions		
Remote Clinical Apps Support	✓	✓
Advanced Visual Support	✓	✓
Technical phone support	✓	✓
iLinq™	✓	✓
InSite™ Connectivity	✓	✓
MyGEHealthCare Experience	✓	✓
Software and Quality Updates	✓	✓
Technical Service Package	✓	✓
TiP Answerline	✓	✓
Tip-Ed	✓	✓

*Labor will be billed at then-current Hourly Billed Service (HBS) Rates



Choose the Right Value-Added Options to Maximize Your Impact

Integrate additional solutions such as:

- Proactive and Predictive Services — Including AI-based OnWatch™ Predict and Tube Watch™
- Remote Support — Including the comprehensive, 24/7 cybersecurity protection of Skeye™
- Productivity — Including Encompass™, a real time location system for mobile equipment tracking



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