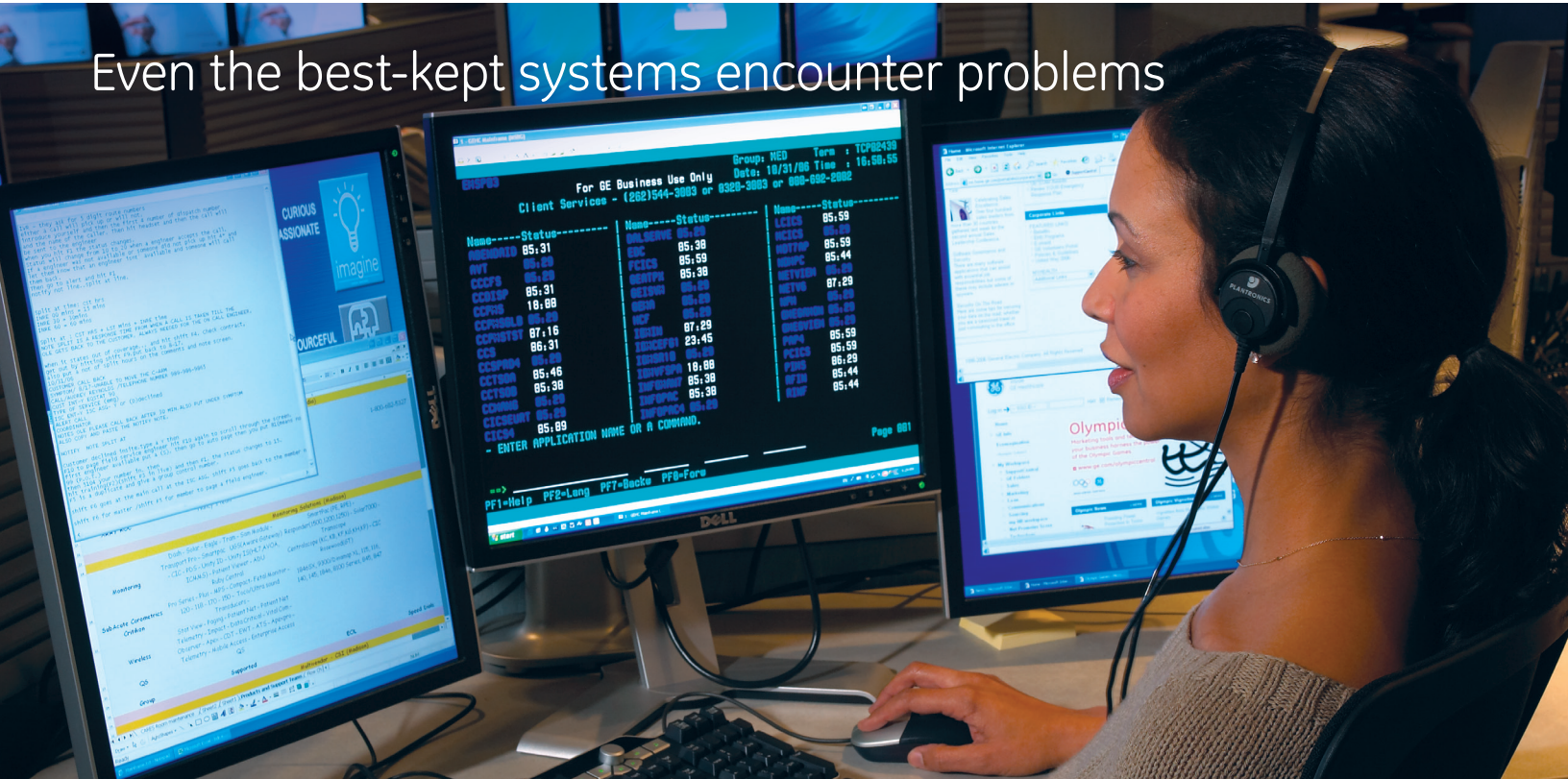


GE Healthcare

Healthcare IT Services

Software Maintenance

Even the best-kept systems encounter problems



Having a partner that can quickly solve an issue or restore interrupted service is critical to managing internal expectations and maintaining high utilization. Reduce unplanned downtime, promote resilience, and enhance usability throughout your IT system's lifecycle through **Software Maintenance** from GE Healthcare.

NEVER WASTE A MOMENT

24/7 connection to customer-centric experts with decades of experience to resolve issues as soon as they arise.

STAY A STEP AHEAD

Regular software and maintenance releases are included to ensure that utilization and productivity stay on target.

RELY ON OUR EXPERTISE

Qualified, proficient engineering staff have both IT and Centricity™ product expertise and take pride in offering an outstanding customer experience.

- 100% of support staff are trained to provide personal and professional service.
- Our support staff regularly receive high customer satisfaction ratings:
 - Professionalism: 92.4
 - Timeliness of response: 85.7
 - Effectiveness of resolution: 85.4

Source: GE Healthcare's internal Customer Satisfaction Measurement System, July 2013

“The [GE] Healthcare Techs are always so helpful and pleasant. I am so relieved each time they ‘rescue’ me and get me back on the road to productivity. Please thank them for their wonderful work.”

Laura Patino
Mills Health Center
San Mateo, California



GE HEALTHCARE EXPERTISE AT YOUR SERVICE

Our highly skilled Software Maintenance teams deliver swift diagnosis, resolution, and prevention of routine and complex issues.

Remote Support

- 24/7 connection to customer-centric experts that will provide technical support.
- Qualified, proficient engineering staff that have both IT and clinical expertise.
- 30-minute response time target for all service requests.

Online Portal

- Single access point for all service and communication needs, including product reference materials, online learning, product updates, events, and trending industry news.
- Interactive collaboration community designed to provide insights into key topics and share best practices with other Centricity users.
- Online issue reporting that provides quick access to the support team for review.

Software Releases

- Software updates are included as released.
- Remote assistance included to solve minor problems, such as bugs or security issues.

“I've been dealing with GE Healthcare services since 2005 and if I had to list my best experience, it definitely would be the service from the online engineers and support team. I find them to be very helpful, dependable, and speedy in resolving my issues. We have such a great relationship. When I call in with an issue, I'm either connected directly to them or they will call me back right away. I have complete confidence that they will get my issues resolved in a timely manner, which is critical.”

Barbra Brown
Bon Secours Virginia/Hampton Roads Health System
Information Services
Norfolk, VA

Learn more about Healthcare IT Services
at www.gehealthcare.com/ITservices.

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