

POWER

Services Offering

Maintain an impeccable reputation



POWER Services Offering helps drive clinical excellence and patient satisfaction by delivering high uptime, applications support, and improving site quality.

Key features +

- Regular parts covered
- All special parts covered
- Entitlement for remote support
- Uptime commitment (97%)
- iCenter to get access to equipment utilization data
- Inspector™ cloud-based proactive environment monitoring system
- ePMS proactive service — quarterly basis
- QA and OnWatch as applicable
- Weekend remote service support
- Response time commitment by field engineer
- Commitment on parts turnaround time

Add-on option+

- GEPM
- icenter
- DoseWatch™
- Training and application support
- Software upgrade option

Uptime is defined as the number of hours in a year the principal equipment was available for patient scans, less downtime hours due to planned maintenance.

Number of hours principal equipment is available

Uptime = $\frac{\text{Number of hours principal equipment is available}}{365 \times 24 - \text{Time taken for planned maintenance}}$

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