



# Get Connected

By InSite™



## What is it?

InSite™ is a powerful broadband based service network that helps maximize uptime and the use of your healthcare equipment with digital tools that protect against downtime and revenue loss by connecting you quickly to a GE expert.

## Why InSite™?

InSite™ is the GE secure connectivity solution that will help you to:

- **Optimize clinical outcomes and patient satisfaction** – through having access to real time applications support and training, through our service digital solutions where we could avoid patient rescheduling, optimize scheduling and planned in advanced for future maintenance.
- **Maximize system uptime** – Through InSite™ connection GE can provide higher uptime commitments thanks to our direct remote support handled by GE experts. 34% of issues were fixed remotely in 2020, many in 30 min or less<sup>1</sup>.
- **Optimize financial outcomes and reduce potential costs** – InSite™ enables not only remote support, but also having proactive and predictive solutions helping to avoid unplanned system downtime by taking proactive actions and minimizing the risk of revenue losses.
- **Get real-time valuable data** – Receive and provide information based on your systems utilization data and status thanks to our digital solutions powered by InSite™.

**Without an InSite™ connection all these outcomes wouldn't be possible.**

# InSite™ is GE Healthcare's service technology that helps to deliver increased uptime and helps maximize your asset utilization.



## Help maximize uptime

Remote connection to your medical equipment enables us to use digital tools; from updating software, configuring the equipment to catching intermittent faults, GE Healthcare engineers can diagnose and fix issues remotely.

*34% of issues can be fixed remotely on connected devices<sup>1</sup>.*



## Get education and real time application support

AppsLinq enables real time applications support and trainings in partnership with remote console observation and shared system control. Support is provided by GE Healthcare application specialists and trainers. The Star App offers to ultrasound users an AR powered Training and Support platform for your new Ultrasound device.

*Reduce staff training cost and increase uptime of your equipment. Live real time observation or training sessions<sup>2</sup>.*



## Access GEHC remote experts directly

Request your service and support easily using our digital solutions (MyGEHealthcare App, iCenter or iLinq) or calling our service centers and communicate live with our GE Healthcare experts.

*Get live, one-on-one and fast technical support on system operation from our remote engineers.*



## Enable decision making with data and analytics

iCenter™ provides interactive, individualized performance indicators; with facts at your fingertips, you can make more informed decisions concerning the operational management of equipment\*.

*\* Available on selected diagnostic imaging technology platforms.*

*Optimized utilization for your equipment<sup>4</sup>.*



## Remote Health Check

Remote Health-Check helps you to have an up-to-date equipment with all available patches applied and to know the health status of your equipment. Thanks to MyGEHealthcare App you could also check the health of your MR magnet right at your phone.

*Know the status of your equipment to plan maintenance and to optimize uptime and availability.*



## Proactive & predictive services

OnWatch™ provides a proactive technical analysis. We detect technical issues before they appear and have spare parts and Engineers deployed proactively on site to increase your device availability. TubeWatch monitor remotely 24/7 and predicts a potential tube failure before it occurs with predictive algorithms\*.

*\* OnWatch available for MR, CT, Mammography and Xray products. TubeWatch only available for CT.*

*Risk reduction and better uptime and availability by proactive system analysis and problem detection<sup>2,5</sup>.*

*In combination these tools are helping to reduce unplanned downtime by 41%<sup>2</sup>, as well as increasing the average planned labor hours up to 36% of the total onsite labor hours<sup>6\*</sup>.*

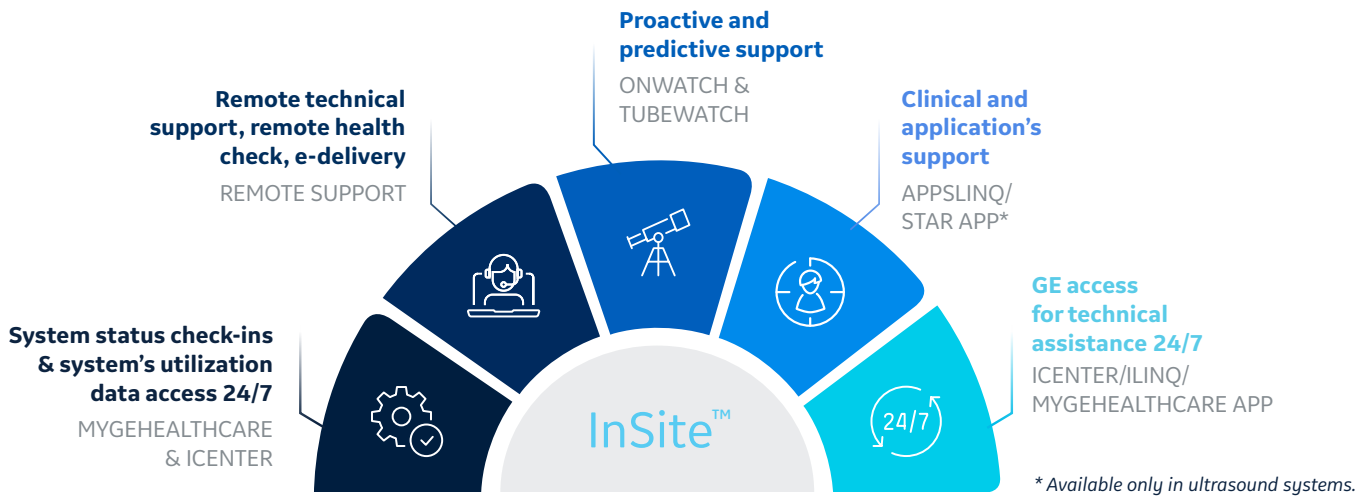


## E-delivery – Remote software Updates

In the next generation of medical devices, GE Healthcare delivers software updates to the customer directly in the system's user interface using InSite™ remote technology\*.

*\* Available on systems connected by InSite RsVP.*

*Automated software download deployment significantly reduces the time required to update GE Healthcare medical devices. Any planned system downtime to manually execute updates and clinical workflow disruptions are greatly reduced.*



**InSite™ is our vehicle to offer you a better service and new digital solutions that will help you maximize your system's availability, utilization, profitability and at the end, patient experience.**

## 6 reasons why to use InSite™

### CONNECTED BY INSITE™

- 1 **Faster support** by having direct access to our GE Healthcare engineers who can support you and fix your equipment issues as if they were on site.
- 2 **Fast clinical application access** ensures a high level of productivity and support up to application level.
- 3 **Proactive and predictive monitoring and service.** Avoid unplanned downtime.
- 4 **Remote Health Checks** supports your system stability and help to detect issues before they occur.
- 5 **Transparency on system availability and usage** gives you a foundation for utilization optimizations.
- 6 **Enhanced analytics and decision support** based on your system usage assists you to drive protocols improvements.

### NOT CONNECTED BY INSITE™

- More onsite visits ending in more travel time and lower engineers' availability.
- Potential increase in staff training cost and higher downtime of your equipment.
- Higher risk and lower system's uptime, as well as, potential unplanned patient re-scheduling.
- Health checks available only when field engineers go onsite for the preventive maintenances.
- No access 24/7 to:
  - Check system status
  - System's usage
- Less time to react for protocols improvement or decision making by not having access to real time data of your equipment usage.

## How is it secure?

**With InSite™, the privacy and security of your practice and your patients is controlled using industry proven methods including:**

Virtual Private Network (VPN) & IP security protocols (IPsec) encryption or Secure Sockets Layer (SSL) encryption

- Monitored and logged Remote Service activity
- Secure connection through a logically separated environment
- Minimum necessary data principles applied to patient information during data retrieval process
- Access is given only to authorized, trained GE professionals and approved GE Partners in compliance with data policies and procedures
- Our remote connections, the remote tools and the remote service delivery are managed by an Information Security Management System (ISMS) which is certified by ISO27001





[gehealthcare.com](https://www.gehealthcare.com)

1. Source: GE internal data for imaging (~32%) and ultrasound (~36%) systems coming from 2020.
2. Proactive Digital Service for MR Scanners: Evaluating User Impact.
3. GE HCS Global Services AppsLinq Healthy imagination Evidence of Value Study.
4. iCenter Inland Imaging Case Study (2011).
5. OnWatch Remote Proactive Monitoring availability depends on contract entitlement and local delivery capabilities.
- \*6. Average planned labor hours is calculated by using all the proactive service requests initiated by the system with their associated planned downtime compared to the number of service requests initiated by the customer and their associated unplanned downtime. Comparison is made by calculating the average across the three populations.