



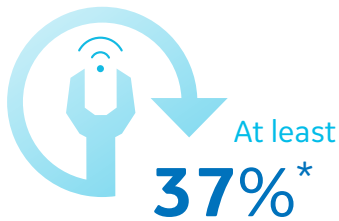
# Digital Services

Visual Support

Take advantage of Augmented Reality available at your fingertips to **remove your dependency on waiting for on-site visits** and **bring the most advanced GE Healthcare expertise in minutes**

# What is Visual Support?

- ✓ When you have an issue on your equipment, use our smartphone application to share your current asset environment with a GE remote expert thanks to a secured video.
- ✓ You can interact directly with the GE Healthcare remote expert by video connection to accelerate the diagnosis of the problem..
- ✓ GE believes Augmented Reality will be an innovative support tool for the future of the service and continues to invest to improve your experience when a failure occurs.



of failures are fully solved **remotely**

## CORRECTIVE MAINTENANCE

more than **80%\***  
of all failures are solved on the first visit or sooner

## CYBERSECURITY & DATA PRIVACY

GDPR compliant solution



No sensitive data is saved\*\*

## WHY IS IT VALUABLE TO YOU?

### Interact in real-time



Help to diagnose and fix issues remotely in real time while sharing your point of view.

### Reduce Downtime



Limit your dependency on waiting for technician on-site visits. With Visual Support, you have a direct access to GE remote expertise.

### Move your assets in the 21<sup>st</sup> century



Connect virtually any equipment which isn't accessible today by GE Healthcare remote experts.



Live Video



Screen Sharing



Annotation



Zoom

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\* For Imaging equipment in Europe in 2019 according to internal GE Data.

\*\*Only anonymized data required to operate the service is stored.

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