

Do you know the total value of your service contract?

Get a side-by-side comparison.

When you're comparing service contracts, you can't depend on the price tag to tell the whole story. Understanding exactly what's included in each service contract will help you assess real value to make the best decision for your imaging facility.

How to use this worksheet

Review each category to see the value Siemens Service offers. Then ask any third-party service vendor to complete the right-hand column to get a true service comparison.

Siemens

Third-party vendor

SYSTEMS EXPERTISE		
Technical and applications support	Direct around-the-clock access to Siemens highly trained engineers enables you and your team to confidently operate your imaging equipment and software. Our US-based Service Center answers calls on average within 26 seconds, so you get your problem handled quickly and efficiently.	
Advanced engineer training	Our service engineers stay up-to-the-minute with 100 hours of training per year. And many Siemens engineers have advanced certification that's not available anywhere else. We're the ultimate experts.	
Education services for your staff	Siemens-certified technical and applications training equips your staff to get the most out of your systems for improved patient care and better results.	
MINIMIZED DOWNTIME		
Remote repair	Siemens Remote Service — Our remote repair technology guarantees your imaging equipment will be up and running faster. We make <i>almost half</i> of our repairs remotely — meaning less down time spent waiting for an engineer to come fix a problem we can address over the network.	
Real-time, remote monitoring	The Guardian Program™ — Proactive monitoring 24/7 can prevent problems before they happen, minimizing unscheduled downtime. (For select CT and MI systems: TubeGuard guarantees we'll predict imminent tube failure or pay for your TubeGuard coverage.)	

Siemens

Third-party vendor

Uptime	Siemens guarantees up to 99% uptime for system availability, giving you the assurance that you'll have minimal unplanned downtime.	
On-site response times	We guarantee arrival of our engineer on-site within a specified timeframe (determined by contract) or we extend your contract. And we come prepared with a diagnosis, parts and a plan for repair so you're back up and running quickly.	
Availability of manufacturer-guaranteed parts	We guarantee Siemens ISO 9001-certified parts availability and rapid delivery from 17 depots across the country. So you're not stranded with down equipment, while waiting on the proper parts.	
MAXIMIZED PRODUCTIVITY AND ROI		
Obsolescence protection	<i>syngo</i> [®] Evolve [™] — Automatic updates on software and hardware ensure continued maximum imaging quality for the life of the system (up to two).	
Online system service portal	LifeNet [™] — Real-time reporting on your systems gives you a customized dashboard of the information you need to optimize productivity and maintain regulatory compliance. You'll have access to service history, maintenance planning and scheduling, equipment status and utilization reports.	
Utilization reporting and workflow consulting	Utilization Management — Comprehensive reporting on your systems' usage patterns allows you to maximize workflow and productivity.	

What will you sacrifice if you choose a third-party service contract? **Revenue? Patient care? Your reputation?**

To learn how Siemens Service brings more value to your imaging investment, contact a Siemens Service specialist at 1-800-882-5533 or email us at servicesolutions.healthcare@siemens.com.