



syngo.via OpenApps FAQ

Siemens Healthineers

1. What is *syngo.via* OpenApps?

With *syngo.via* OpenApps, *syngo.via* connects to the Siemens Healthineers Digital Ecosystem. You can benefit from the integrated store that is your new way to organize and discover apps from Siemens Healthineers and other vendors – directly on your *syngo.via*. The store enables you to browse, download, and test apps as well as request quotations in line with a flexible subscription concept.

2. How does *syngo.via* OpenApps work?

With only one click, apps are installed within minutes after download for all your clients to use, thus fitting seamlessly into your clinical workflow. The apps have been scanned for security vulnerabilities and integrated into the safe environment of *syngo.via* by Siemens Healthineers.

3. What are the benefits of *syngo.via* OpenApps?

A smart and growing portfolio:

- Increase your clinical capabilities with apps from Siemens Healthineers and partners
- Benefit from an evolving app portfolio without any additional infrastructure investment
- Flexibly subscribe to products offered without additional service charges

Fast access to innovation:

- Browse the Siemens Healthineers store and instantly test applications
- One-click installation on a central server - apps are ready to use for all clients
- Security scanned by Siemens Healthineers

Seamless user experience:

- Unique user experience through full range of functionality from your *syngo.via*
- Seamless integration of applications in your existing IT environment

4. What are my purchasing options with *syngo.via* OpenApps?

With *syngo.via* OpenApps, you have the opportunity to browse, trial and get instant access to the functionality you need on *syngo.via* whenever you need it. Following the trial a yearly subscription model ensures further access to each application based on your individual needs. Up to three years can be acquired in a single purchase.

5. How does the trial work?

Simply select the desired application in the *syngo.via* OpenApps store, accept the terms and conditions, and start the download process. As soon as the download is finished, the application will be automatically installed and available on your *syngo.via*.

6. Who can download applications for trial?

To download an application, you need to be logged in as the Clinical Administrator on your *syngo.via*. Additionally you need to have a Teamplay Administrator account in order to start your trial.

7. How long is the trial period?

The free trial runs for a time period of 90 days.

8. What happens after the trial period?

During the trial period, you will receive an offer from our *syngo.via* OpenApps partner. If you are not interested in a subscription, the trial ends automatically after 90 days.

9. What are the costs of the individual applications?

Since *syngo.via* OpenApps is the enabling platform in this innovative process, costs and subscription offerings will be handled directly by the legal manufacturer of the individual application.

10. Where can I get an offer?

During your trial you will automatically receive an offer from our *syngo.via* OpenApps partner. Otherwise you also have the opportunity to request an offer through the partners' enquiry contact, listed in the *syngo.via* OpenApps Store.

11. Is *syngo.via* OpenApps accessible in every country?

syngo.via OpenApps will launch in Europe as well as the U.S. However, the partner applications may not be commercially available in all countries. Please contact the legal manufacturer for more information.

12. Which version of *syngo.via* is needed in order to use *syngo.via* OpenApps?

syngo.via OpenApps will be supported starting with *syngo.via* VB30.

13. When will the *syngo.via* OpenApps store be available?

syngo.via Open Apps will launch in May 2018.

14. Are *syngo.via* OpenApps applications medical products?

Yes, an application offered in the store in your geographic location is a medical product according to your local legislation. Please also refer to the user documentation made available by the legal manufacturer to check the regulatory status of the device and the intended use.

15. Where do I get support for questions related to *syngo.via* OpenApps?

For application-specific questions, please reach out to the individual customer service representative of the *syngo.via* OpenApps partner. For all other questions, please contact your local Siemens Healthineers service team.

16. Are you interested in becoming a *syngo.via* OpenApps Partner?

Please send us an email:
ecosystem.team@siemens-healthineers.com

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Siemens Healthineers Headquarters

Siemens Healthcare GmbH
Henkestr. 127
91052 Erlangen
Germany
Phone: +49 9131 84 0
siemens.com/healthineers