



SIEMENS



[siemens.com/system-services](https://www.siemens.com/system-services)

Siemens Guardian Program™

Providing proactive service with real-time monitoring.

System
Services

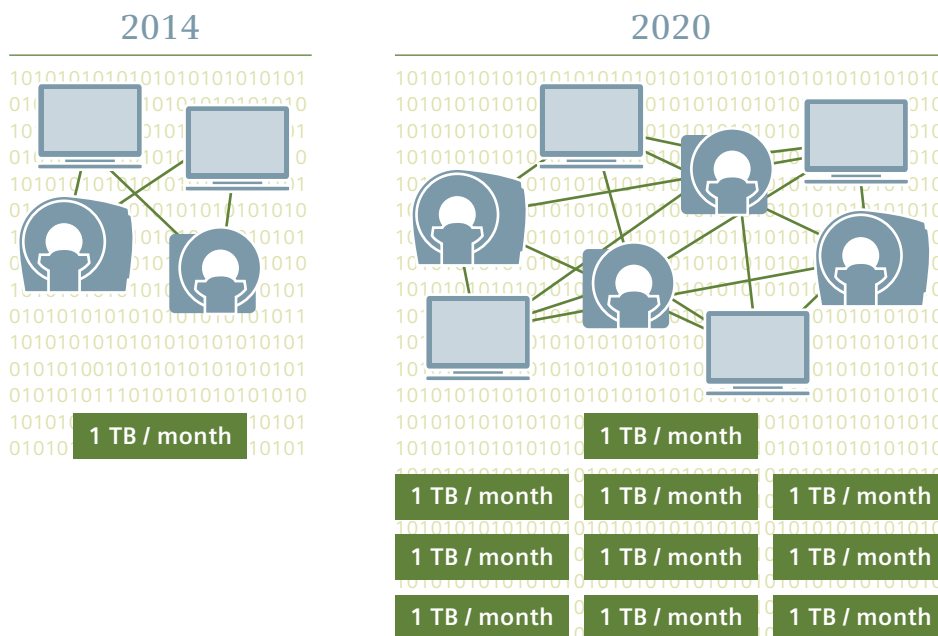
Focused on maximum system availability

Without compromising on patient safety or image quality

The trend remains upward: The market, as the medical imaging system remote monitoring and maintenance service is estimated to grow steadily in a forecast period from 2014 to 2020 by 20 to 25 percent. Some of the key factors driving this growth are customers' needs for maximizing system availability and minimizing estimated time to repair (ETTR) of equipment.¹

On the fast track: imaging and diagnostic systems with remote connection and monitoring

But nevertheless, predict a doubling in numbers of connected imaging systems and an exponential growth in data volume by 2020, where the major portion of all data transmission is related to medical devices. This sector alone creates data traffic into the terabyte range each month, and is forecast to increase tenfold by 2020.²



1 Medical Equipment Maintenance Market Remote Monitoring and Maintenance Services, Forecasts to 2020; <http://www.marketsand-markets.com/Market-Reports/medical-equipment-maintenance-market-69695102.html>

2 http://www.siemens.com/innovation/de/news/2014/inno_1422_2.htm

Preventing unplanned downtime, anytime – that’s the trick

Live, real-time, and proactive, the Siemens Guardian Program™ is the service family that helps ensure uninterrupted system workflows. Guardian’s proactive real-time monitoring for deviations from current norms makes it possible to detect and resolve system errors, often before malfunctions even occur. The Siemens Guardian offering is a unique, proactive service in which Guardian experts open a service ticket for the customer’s system, frequently before the customer has had time to notice a potential problem.

By continuously monitoring systems for possible deviations from current norms, the Guardian Program helps maximize the level of system availability, makes it easy to detect and resolve system errors, prevents painful downtime, and avoids the rescheduling that disrupts patient care. The Guardian software is installed on the system to continuously send system parameters like events and system messages to Siemens Healthcare, signaling system errors and malfunctions in real time.

LifeNet 24/7 online portal is the perfect complement

All data results and reports based on these findings can be viewed in LifeNet³, the personalized, web-based Siemens Healthcare Service portal for hospital fleet managers, which houses service-related reports and tasks in a single location. To sum it all up: The Siemens Guardian Program reports, in conjunction with LifeNet, are highly effective tools that help customers evaluate system and service performance at a glance, because all information is displayed as easy-to-read statistics. Its advanced remote technology combined with trained experts is dedicated to protecting your systems – and your bottom line.

³ Available through intranet CS Reporting until the global LifeNet rollout. This means that someone from Siemens Healthcare needs to send the reports to the customer.

Valuable measures in times of transition

In the transition to value-based care, all healthcare industry stakeholders are facing various challenges to staying financially viable, including those presented by healthcare reform and consumerism. Many healthcare providers have realized that valuable measures to overcome those challenges and create a sustainable revenue stream often lie within the realms of operational optimization and within strict clinical imperatives. Siemens believes there is great potential to be achieved with Guardian Program in all three areas of clinical imperatives, operational optimization and financial performance.

Clinical imperatives

- Assuring the highest possible system quality availability with proactive real-time monitoring for deviations from current norms.

Operational optimization

- Increase operational efficiency in your institution with valuable information across your entire equipment fleet in form of consolidated reports on the availability of your systems.
- Maximize patient throughput by avoiding negative, unplanned impacts to patient care.

Financial performance

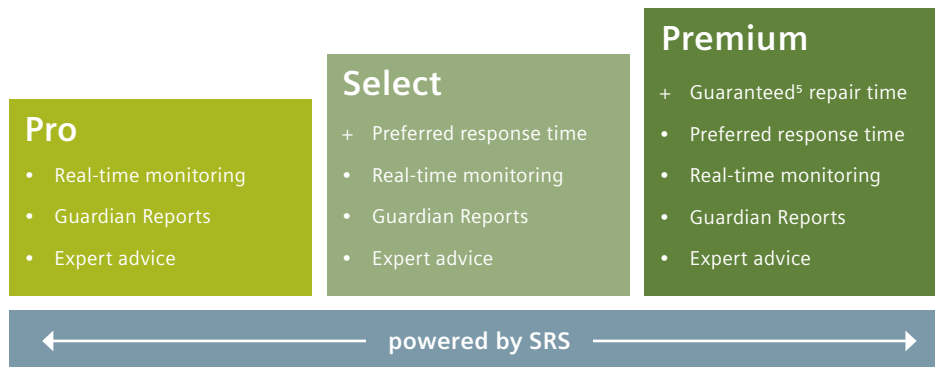
- Recover lost revenue with the ability to shift unplanned service events into planned maintenance and repair time periods during non-peak hours.

Siemens Guardian Program

Benefit from a pioneer's expertise in proactive service

With the Guardian Program, we have our finger on the pulse of the market of the medical imaging system remote monitoring and maintenance service. Our customers' main challenges now include long-term cost savings, assured patient throughput, and satisfied patients who feel well cared for.

How predictive analytics and remote monitoring actively address customers' challenges: The Siemens Guardian Program meets the customers' specific needs because with us they can plan their maintenance system outage and reduce unscheduled activities that impact patient care and cause painful downtime. Guardian is available for both imaging equipment and for diagnostic laboratories. For imaging products, there are three different contract types in the Guardian Program: (1) Pro, (2) Select, and (3) Premium.⁴ The Guardian Program Pro includes real-time monitoring, Guardian Reports, and expert advice. The Guardian Program Select additionally ensures a preferred response time in the case of a service event. The Guardian Program Premium adds a guaranteed repair time to the features mentioned above and provides the option to include Guardian 24-hours coverage into the package.⁵



Optimizing system availability and minimizing estimated time-to-repair and maintenance

Proactive, real-time monitoring detects and resolves system errors often before malfunctions occur

Maximized patient throughput by avoidance of negative, unplanned impacts to clinical workflows and patient care

The best way to achieve the highest possible system availability while improving your competitive situation and operational efficiency



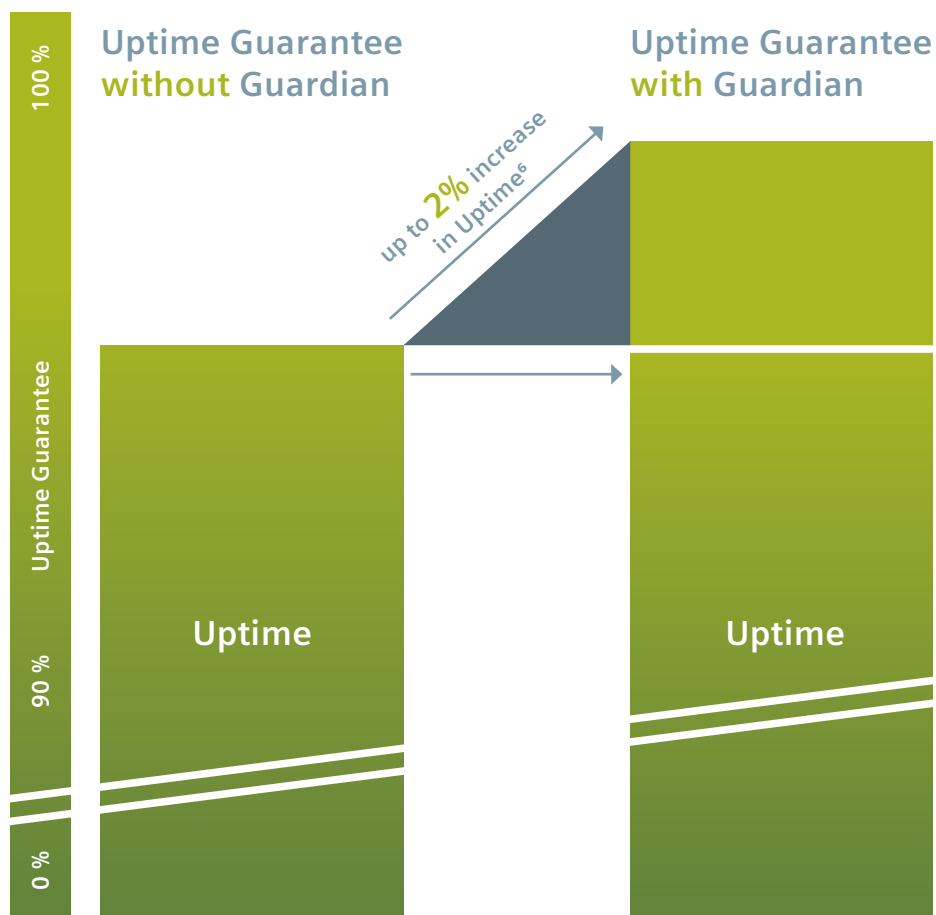
⁴ Guardian deliverables vary by device and are not applicable to all Siemens Healthcare equipment. Ask your Service representative for specific details.

⁵ Guaranteed repair time, expert advice, and Guardian 24-hours are subject to the terms and conditions of the service agreement.

Monetizing care value

The following examples are based on generic assumptions. They are intended to trigger a general discussion and thought exchange on how continuous education in care providing environments, or the lack thereof, can substantially influence a healthcare institution's profit and loss statement.

Siemens Guardian Program™ provides an Uptime Guarantee up to 99%



2% more Uptime – this could mean for you:

- 5 more working days per annum²
- 65,000 € additional revenue every year – with Guardian Program⁷
- Smooth workflow – and less painful system downtimes

⁶ Depending on the service level of your Guardian contract

⁷ Based on 5 interventional (Angiography & Interventional X-Ray Systems) exams per day (~ € 2,500 per exam) and 250 working days/annum

Note: charts are not drawn to scale

Transformation through partnership: working with you to drive success

“I remember seeing the Siemens service engineer in our lab and wondering why he was there. He told me that he received a call from the Guardian Program alerting him to an issue that had come up that could affect the day-to-day operation of the system and that required an on-site visit. In the lab, he quickly fixed the problem and left. There was no downtime.”

Lorie Kelley,
Technical Specialist, Chemistry
Greenwich Hospital, Greenwich, Connecticut



Greenwich Hospital

Greenwich Hospital is a regional hospital, serving Fairfield County, Connecticut and Westchester County, New York. It is a major academic affiliate of Yale University School of Medicine and a member of the Yale New Haven Health System.



206 beds in total



377 medical employees



approximately 13,000 inpatient admissions and 300,000 ambulatory care patients seen



Siemens imaging systems: ACUSON S2000
Dimension Vista 1500 Domestic
MAGNETOM Espree



Specialties: anesthesiology, emergency medicine, obstetrics & gynecology, orthopedics, pathology, pediatrics, psychiatry, radiology, surgery, teaching hospital

