



GE Healthcare

Partnering for better care.

Today. Tomorrow. Thereafter.



#FrontlineWarriorsPledGE



Productivity Partner
GE Healthcare Services



Dear Valued Customer,

GE Healthcare Service remains committed towards making customers more productive by being the best service delivery team in the healthcare equipment space. In recognition of our tireless efforts, we have been conferred the **'Award for Customer Centricity'** by the Confederation of Indian Industry (CII), a 122-year-old premier association in India.

To deliver service excellence to all our customers, we strive relentlessly to add new service solutions and multiple digital initiatives to our portfolio to minimize unplanned downtime and improve equipment efficiency.

As your TRU productivity partner, GE Healthcare Service has come up with five service solutions that deliver higher productivity by ensuring that your equipment is up and running at all times:

Corrective repairs: Offer a choice of on-demand service and parts support based on your specific requirements.

Preventive repairs: Help minimize unplanned downtime by constantly monitoring equipment's performance by raising alerts if any deviations from standard protocols are observed.

Performance solutions: Offer a range of customized support packages, to fit your in-house capabilities and to meet your clinical, operational, and financial goals.

Productivity solutions: Help unify data and unlock actionable information to enhance operational and clinical decision making.

Lifecycle solutions: Help maintain high-quality performance over the long term through regular and ongoing updates and improvements.

We are sure that these five service solutions will go a long way in delivering higher productivity with utmost customer satisfaction.

With warm regards,

Srikant Srinivasan

Head - Services,
South Asia



GE Healthcare

At GE Healthcare, we partner with our customers to enhance their productivity by providing service solutions that keep their valuable assets productive and functional at all times, making GE Healthcare Service a TRU productivity partner.

5 service solutions for higher productivity



**Corrective
Repairs**



**Preventive
Repairs**



**Performance
Solutions**



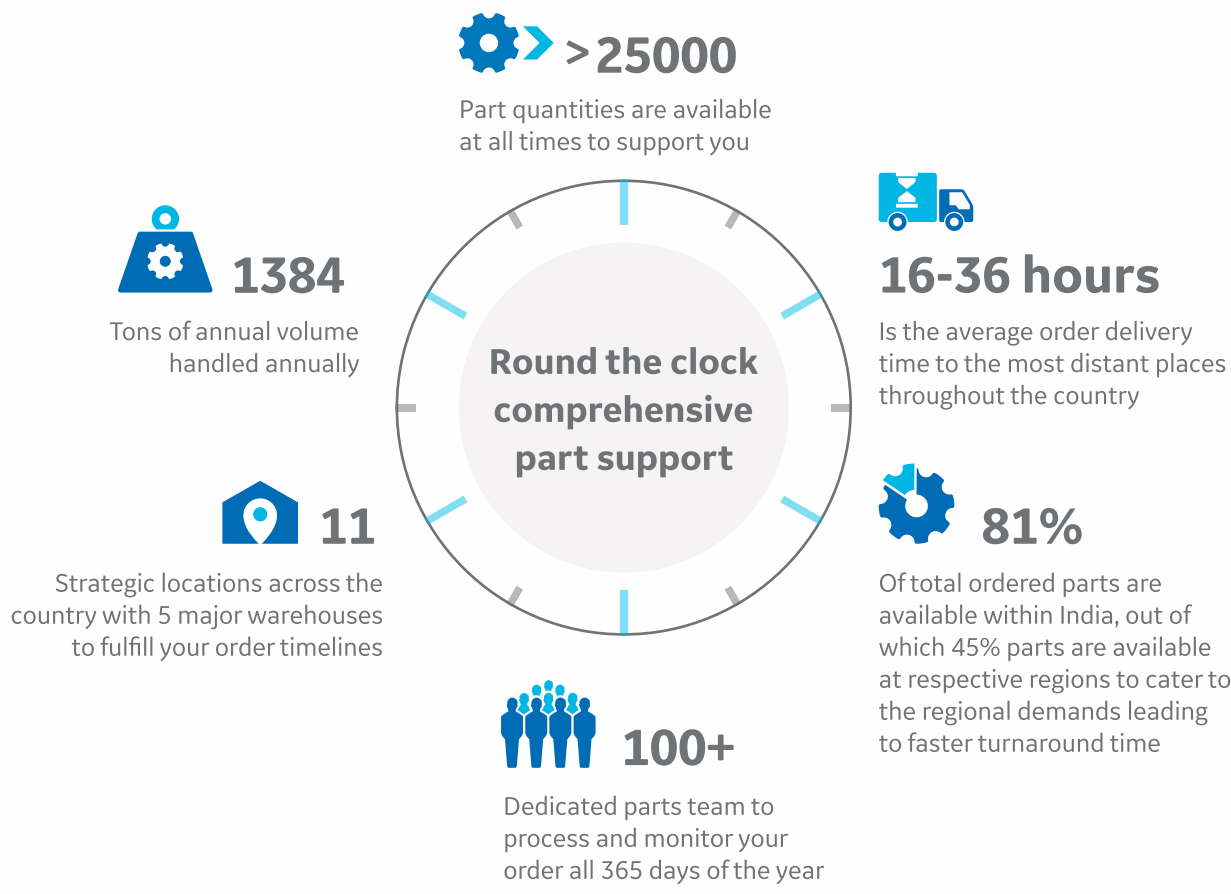
**Productivity
Solutions**



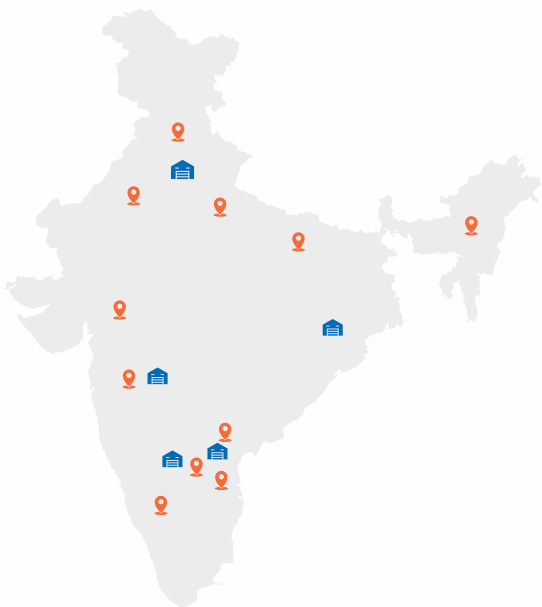
**Lifecycle
Solutions**



Global Spare Parts Organization (GSPO)



Distribution across 1,269,219 sq miles geographically, including the last mile



5 Service Solutions for Higher Productivity

Inspired by nature's five elements, these service solutions help in keeping your assets functional at all times.



Corrective Repairs

- GET^x
- Dedicated Call Center
- iLinq



Preventive Repairs

- GE Preventive Maintenance
- FirstCall[™] Probe Testing



Performance Solutions

- Power Contract Services
- TruPay
- Inspector
- Service Shop



Productivity Solutions

- iCenter
- MyAsset
- DoseWatch[™]
- Tube Watch[™]
- OnWatch
- Digital Expert



Lifecycle Solutions

- Upgrades — CT, MR, X-ray, and Ultrasound
- Services360 — MVS and Biomed
- Probe Fleet Management
- Accessories and Supplies
- OKI DICOM Embedded Printers



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Corrective Repairs

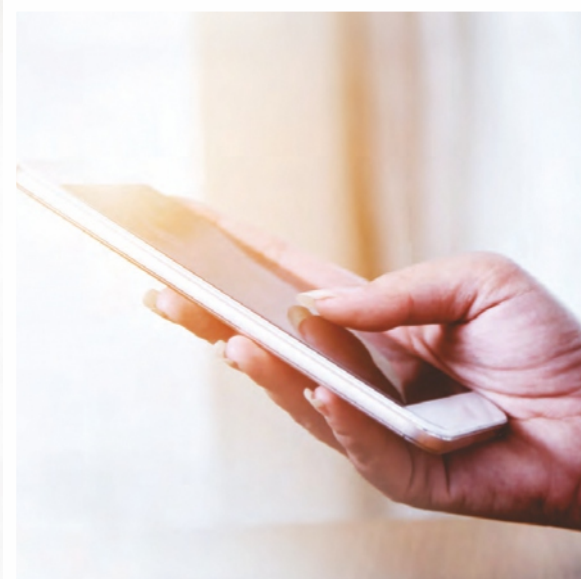


Scan the QR code to
receive a callback



GET^x

Genuine care,
Genuine price,
at your doorstep



At GE, we are committed to innovative ways to make our customers more productive.

At the click of a button, **GET^x** enables you to get technical experts who would care for your equipment just the way you care for your patients.

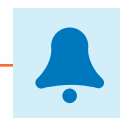
As our esteemed customer, we would like you to use **GET^x** and experience the difference!

Simply **GET^x** us every time you need to reach one of our experts.

**Request for
service**



**Online
payment**



**Get
notifications**

**Case
information**



**Rate your
experience**



GE Healthcare



Preventive Repairs

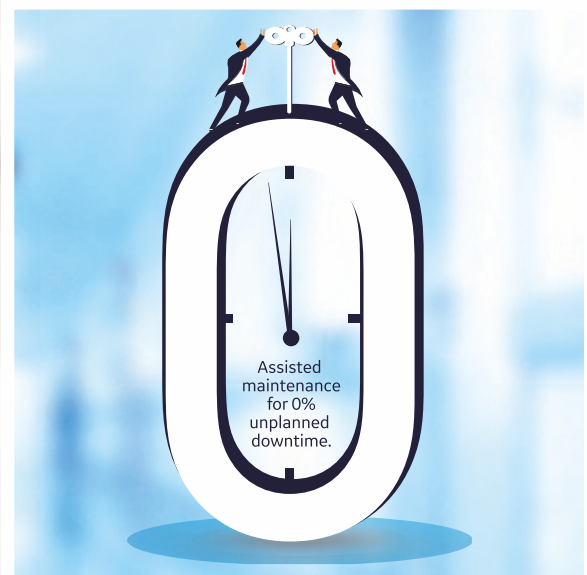


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GE Professional Maintenance

GE Professional Maintenance (GEPM) works in tandem with your team to ensure optimum equipment performance by minimizing unplanned downtime, every single day



GEPM Philosophy

As aircraft engines are maintained flawlessly to have an error-free flight, similarly your equipment is maintained flawlessly to have zero unplanned downtime.

Why GEPM?

GE Professional Maintenance is a holistic, proactive approach to prevent any unplanned breakdown and

help our customers optimize asset performance, improve predictability, and have better environmental control.

What are the key drivers?

- GE Professional Maintenance field team
- Standard work
- Proactive system health check-up
- Real time environmental conditions check

Benefits

Enhanced asset optimization and utilization with zero unplanned calls.



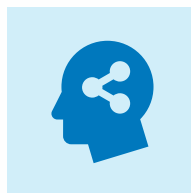
Improved predictability



~98% uptime



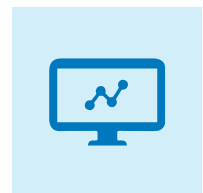
Improved patient throughput



Enhanced technical skills



Increased revenue and reputation



Better environmental control through online monitoring

GE Services Team

+

Customer's Team

=

0% Unplanned Downtime

INSPECTOR™

Cloud-Based Environment Monitoring System

Inspector™ is a unique customizable system for real-time monitoring based on cloud computing technology, designed to be an advanced tool for data logging in any industrial, environmental, and medical application with wide varieties of applications.

FirstCall™

Onsite Probe Testing

Ultrasound probes are prone to failure due to improper usage and cleaning, environmental conditions, and transport



FirstCall testing of ultrasound probes can help:

- Ensure that equipment is performing at an optimum level
- Improve image quality and therefore, quality of care
- Increase patient safety with accuracy of diagnosis

Check your probes with FirstCall onsite probe testing services

FirstCall onsite probe testing services can help you assess the performance of your ultrasound probes.

Our technical team will visit your site to evaluate the probes with minimal disruption to daily work.

A detailed assessment of your probes

By testing each individual element, FirstCall measures both acoustic and electrical properties of your probes.

FirstCall identifies issues that could potentially impact probe functionality and performance.

Our FirstCall onsite probe testing service can help you identify potential problems, including:

- The total number and exact location of dead or weak elements within the array
- Changes in the acoustic performance of the array
- Probe lens damage or delamination
- Broken or disconnected wires within the probe cable, flex circuit, and probe head
- Defective electronics within the probe





GE Healthcare



Performance Solutions



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receive a callback



POWER

Services Offering

Maintain an impeccable reputation



POWER Services Offering helps drive clinical excellence and patient satisfaction by delivering high uptime, applications support, and improving site quality.

Key features+

- Regular parts covered
- All special parts covered
- Entitlement for remote support
- Uptime commitment (97%)#
- iCenter to get access to equipment utilization data
- Inspector™ cloud-based proactive environment monitoring system
- ePMS proactive service — quarterly basis
- QA and OnWatch as applicable

- Weekend remote service support
- Response time commitment by field engineer
- Commitment on parts turnaround time

Add-on option+

- GEPM
- iCenter
- DoseWatch™
- Training and application support
- Software upgrade option

Uptime is defined as the number of hours in a year the principal equipment was available for patient scans, less downtime hours due to planned maintenance.

Uptime =

Number of hours principal equipment is available

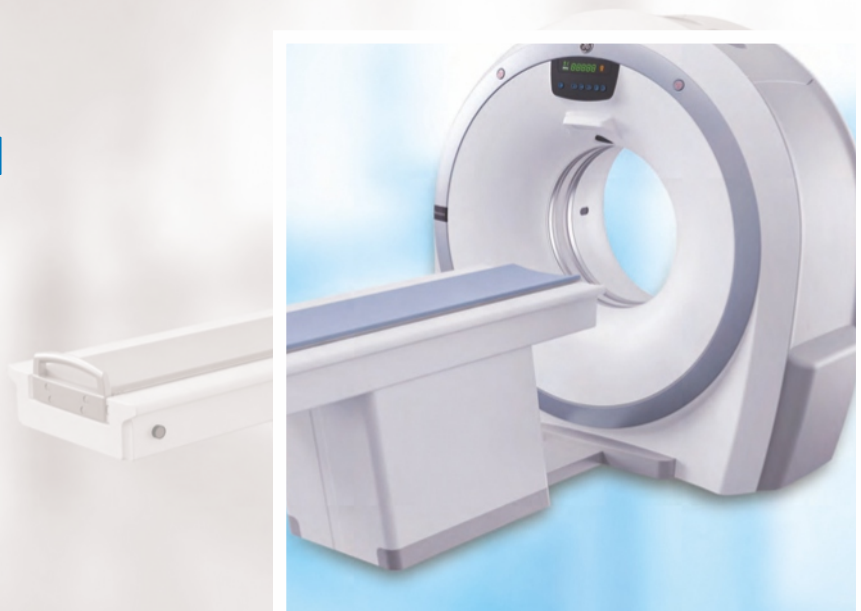
365 x 24 - Time taken for planned maintenance

Equipment must be connected to InSite — GE Healthcare's powerful broadband-based service network.

+ Feature availability is dependent on equipment model type. Subject to contract T&Cs.

TruPay

Pay minimum and
enjoy maximum
service benefits on
your equipment
**with payment as
per your usage**



Product

- Complete care for 3 years
- Maximum 3 tubes during the complete 3 years of contract
- We promise to deliver 95% uptime
- Online remote support between 9 am – 6 pm on all days (including Saturday and Sunday)
- We cover all accessories and sub-systems supplied by GE
- This contract includes planned maintenance (as per engineering recommendation) for the machine

Optional
QA tests, Education services



Offering

- Fixed price for first 5000 patients
- Over and above 5000 patients slab based payment option is also available
- This contract includes all labour and parts excluding consumables and accessories



Customer Responsibilities

- Making sure that system is connected to a broadband (2 mbps) at all the times
- Site condition to be maintained as per the requirements shared about power, grounding, temperature, and humidity

Explore the Blended Radiology Training Program (B RTP) educational program that we have specially developed for your radiologists and technicians to learn how you can maximize your GE Revolution ACT utilization.

Terms & conditions

- Taxes extra and as applicable
- Accessories not included (UPS, lead glass, batteries etc.)
- Uptime will be calculated as =
$$\frac{\text{Number of hours principal equipment is available}}{(365 \times 24) - \text{Time taken for planned maintenance}}$$
- Date for number of scans done per month to be shared
- All PDC for all 3 years contract period to be paid in advance
- For patients > 5000, invoices will be submitted to you on quarterly basis and payment to be made within 30 days from the date of the invoice

Pay only the base price for a fixed number of scans
Equipment must be connected to InSite: GE Healthcare's powerful broadband-based service network
Feature availability is dependent of equipment model type. Subject to contract T&Cs

Service Shop

A first of its kind e-commerce portal to order GENUINE parts and accessories online at transparent and GE-assured prices



Quick Ordering

15000 GENUINE parts and accessories can be ordered in minutes



Transparent Pricing

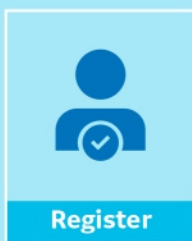
Order online at transparent and GE-assured prices



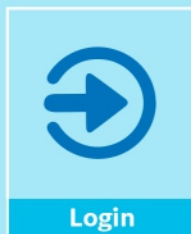
Order Tracking

Orders and deliveries to reduce downtime and improve productivity

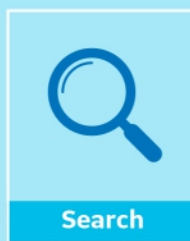
Log onto **www.services.gehealthcare.in** to get service solutions at a touch.
Follow the below mentioned steps:



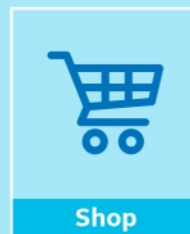
Register



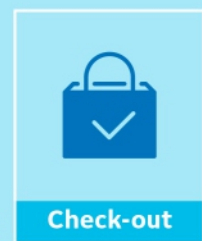
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Search



Shop



Check-out

For more information, contact us at: **1800-102-7750** or email: **shop.service@ge.com**



GE Healthcare

Productivity Solutions



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iCenter

Make **better decisions every time** with powerful asset analytics at your fingertips



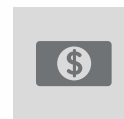
iCenter is a secure, cloud-based asset maintenance and management software solution which provides data and analytics on asset status, maintenance history, utilization, and service records.

Achieve excellent visibility of current performance of your systems and translate that into actionable insights. iCenter can help you improve asset utilization and help drive productivity.

iCenter powers you to drive:



Operational efficiency



Financial outcomes



Clinical outcomes

Practical. Flexible. Secure.



Consolidated view

Data from GE as well as non-GE systems bring together service and maintenance history, contact information, utilization metrics, and other information from multiple departments in one easy-to-use tool.



Benchmark data

iCenter also gives you access to proprietary performance and life cycle data from the 4 million assets serviced by GE Healthcare. This is an excellent way to benchmark your experience against peer groups.



Secure cloud access

Users have quick, secure access to critical data anytime with 24/7 availability, user ID based access control, and remote assistance. The cloud-based design minimizes IT requirements.

MyAsset

Better equipment
visibility for actionable
outcomes



A digital platform to help improve performance

MyAsset is an enterprise-wide, online Computerized Maintenance Management System (CMMS) application designed to assist healthcare managers in managing clinical and non-clinical assets. It helps to **extend the life of equipment, reduce downtime, enhance efficiency** and **maintain compliance** by tracking service activity throughout the lifecycle of each device.

MyAsset is a multi-purpose solution that combines multiple technologies. It provides an intuitive interface for ease of operation by hospital teams: biomedical staff, general technical services, medical technicians, financial services, Information Technology departments and the care teams.

Key features



24X7 cloud based solution



Secure access & data integrity



Multiple entries can be created



No additional hardware required



Powerful dashboard



Notifications and alerts



Joint commission international (JCI) compliant



Mobile app and data driven decision making

Benefits



Simple and efficient repair process



QR coding for all assets



Work schedule and vacation management



Easy upload and retrieval of service documents



Role based profile and user management



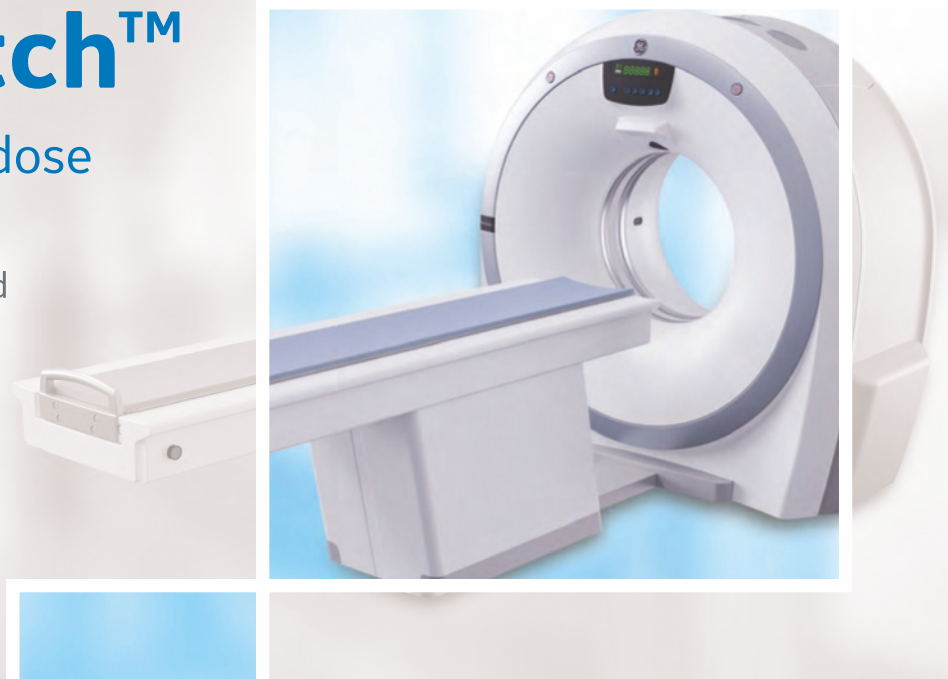
Zero investment: No cost to customers to procure hardware and software.

Full asset lifecycle management helps to reduce costs and improve effectiveness.

DoseWatch™

Solution to patient dose safety concern

A comprehensive, integrated solution that enables radiation dose and contrast parameter optimization and standardization



DoseWatch™

- DoseWatch™ is a web-based dose management solution that captures, tracks, and reports radiation and contrast dose directly from the medical device or PACS
- DoseWatch™ is a multi-modality and vendor-agnostic solution
- It can help you optimize dose levels by helping to detect possible causes of excess radiation, so you can produce focused diagnostic images with lower exposure

Enterprise-wide dose management solution

- Automatic multi-modality and multi-vendor dose tracking
- Flexible data acquisition for enterprise-wide coverage

A patient-centric quality improvement program that includes:



Dose monitoring and analytics

- Wider deployment (department, hospital, and community)
- Radiation and contrast data management all-in-one
- Collect dose automatically
- Enterprise-wide integration
- Connecting to your IT applications



Dose reduction technology

- Alerts management and notifications
- Dose comparison analysis
- Flexible reporting capabilities
- Dashboard and quick access to patient history



Dose excellence program

- Advanced analytics and quality control tools
- Benchmark performance
- Standardize your protocols
- CT dose performance report

Tube Watch

Now, predict tube failure in advance



In order to maximize patient throughput, our offering, Tube Watch, can uniquely deliver predictive analytics using Digital Twin technology — converting potential unplanned downtime into planned service events, resulting in minimized operational disruptions and enhanced patient and staff satisfaction, while mitigating financial risk.

Tube Watch injects new data daily into the digital twin model so that GE has an exact view and prediction

of the remaining life around the tube's failure modes of filament, rotor, high voltage, and housing. This prediction is based not on passing a pre-defined limit but from the dynamic, unique digital model accounting for trends, slope of change, rate of that change, and site usage profile. If the digital model predicts a failure, GE will then intervene with proactive part delivery and service scheduling to help reduce unplanned downtime.

Monitor:

Offers and analyzes tube health trends over time and indicates change in performance.



Predict:

Estimates failure date with high accuracy and helps you decide whether or not to proactively replace the X-ray tube.



Repair:

A GE engineer connects remotely into the system to run an in-depth assessment and schedules on-site maintenance at a time that is most convenient for the facility.



Restore:

Once the tube is replaced, the system is backed up and runs with minimum disruption and workflow impact.

Digital Expert

Your on-demand application expert to improve clinical outcomes



A comprehensive solution that utilizes a modern mobile technology for providing on-demand application support and training to your clinical team through HIPPA compliant tele-presence software. GE Healthcare's

highly experienced application experts deliver one-on-one personalized and hands-on learning experience which will help you maximize the use of your equipment and utilize its functions and features to full potential.

Digital Expert Benefits



Hands-on personalized learning experience

- Resolves application issues in real time
- Increases team's confidence
- Allows at-desk learning



Flexible and convenient to use

- Selects expert as per language preference
- Conveniently books slots and allows flexible cancellation
- 60-minute courses ensure uninterrupted workflow



Improved efficiency and optimized workflow

- Reduces technical errors
- Streamlines the system protocols for desired image quality

Education Offerings



Change Acceleration Process

(Crotonville certified training)

GE's flagship training program for emerging and experienced leaders for developing skills and knowledge required to execute and facilitate effective change management initiatives.

- Lead change in the face of opposition
- Build consensus for divisive change initiatives
- Implement and track success of change initiatives

FastWorks™

- FastWorks™ program is built on Lean Startup principles
- Enables faster decision-making under uncertainty and ambiguity
- Mitigates risks by driving quick decision-making
- Framework on applying FastWorks everyday in real life business scenarios
- Lean methodology on solving business challenges faster

Immersion Program

Program structure — 'One-on-one training' with leading, practicing industry experts, complete hands-on with theoretical learning component.

Biomedical - CT Level 1 Maintenance Training

A training program aimed at Biomedical engineers with focus on Physics and mechanics of CT machines for optimal utilization of level 1 diagnosis.

- Understand basics of CT system hardware and physics
- Understand scanning methods, acquisition parameters for IQ, and radiation dose
- Detect problems with the machine and identify rectification plan

Excellence in Patient Relations

Excellence in Patient Relations is a program for all front line staff to improve their handling and management of patients.

- Introducing teamwork and patient-first philosophy
- Identifying challenges faced in managing patient expectation
- Introducing proactive leadership and decision-making

Blended Radiology Training Program — GE Revolution ACT

Amalgamation of didactic training sessions, lectures, webinars, and live imaging demonstrations on the actual software with hands-on training on patients. Participants will get access to the latest world-class online content and case-based modules.

- Diagnostic confidence
- Financial performance
- Patient care
- Clinical excellence

Finance for Non-finance Professionals

A training program to help healthcare operations staff with non-finance background to improve processes with optimized cost/time.

- Knowledge on financial management and accounting processes improves confidence in high-level meetings
- Understand and communicate better with finance specialists
- Improved business decisions through a better understanding of the financial consequences of decisions and actions on revenues, costs, and cash flows

On-site Training Program for Technicians

Tailor-made clinical program designed specifically for CT, PET, and MRI technicians with exhaustive knowledge and completely customizable training agenda upon need assessment with GE clinical education specialist.



GE Healthcare

Lifecycle Solutions



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Services360

Customizable integrated one-stop solution for asset maintenance, training, and digital solutions for both GE and non-GE equipment



Most service providers are able to take care of only a part of your service needs, making you choose between critical outcomes.

GE Healthcare's Services360 comprises customizable maintenance, training, and digital solutions that ensure more ROI, not only for GE equipment but also for non-GE equipment.

Services360 Offerings

Services360 brings a range of service solutions that help improve the overall productivity of your technical team and your equipment.

- **Maintenance:** Parts and uptime
- **Digital Solutions:** Quality and visibility
- **Training:** Improved performance

Why Services360



Services360 delivers operational excellence by improving equipment visibility and empowering decision making.

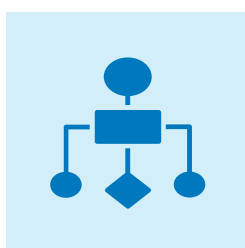


Services360 ensures quality excellence through environmental and safety checks, thereby making you audit ready.

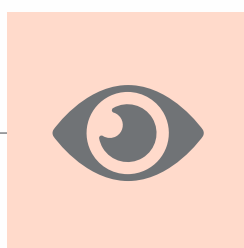


Services360 improves customer experience by ensuring seamless workflow and improved patient safety.

Our Solution



**Process
set-up**



**Asset
visibility**



**Asset
productivity**

Ultrasound Upgrade

Upgrade to open up
newer clinical avenues



Expand your clinical capabilities by opting for
ultrasound upgrades that best meet your needs:

1 Cardiac
Upgrade

2 4D
Upgrade

3 Probe
Upgrade

These upgrades are available for:



Logiq P7 / P9



Logiq V5



Logiq S7



Logiq E9



Logiq F8



Voluson S6 / S8

Optimize Probe Life Cycle



With the broad range of GE Healthcare probe-management offerings, you can increase uptime of your ultrasound assets.

Adopting a comprehensive program for managing probes can help ultrasound users optimize their department's operational efficiency and potentially reduce ultrasound downtime due to probe failures.

GE Healthcare's probe management offerings are designed to assist both your operational and budgetary needs along with:

- Increasing confidence in your diagnosis
- Improving cost efficiency in managing your ultrasound portfolio
- Maximizing continuity of your clinical activities



Repair:

High-quality on demand probe repair and in-depth analysis of probe performance.



Replace:

Exchange with GE refurbished or new probes.



Manage:

Fleet Management Service Agreements with remote diagnosis, FirstCall on-site testing and much more to proactively take care of your fleet of probes.

SonoSim® 365

for GE Healthcare

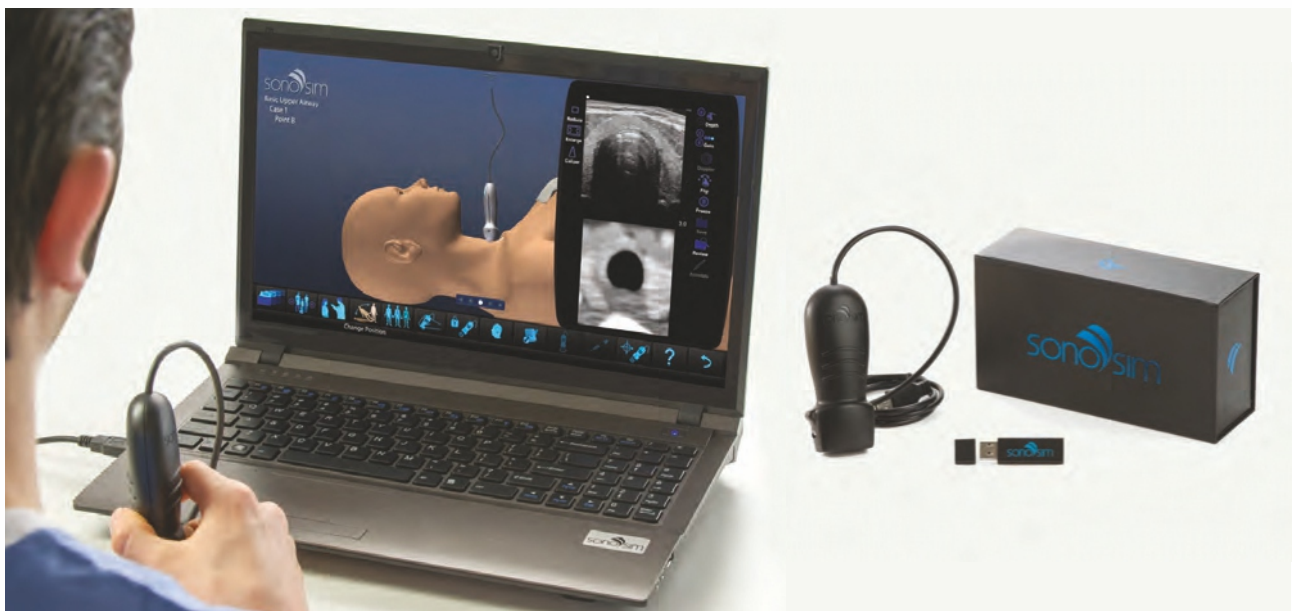
Learn ultrasonography from the comfort of your own home, anytime, anywhere



SonoSim® 365 for GE Healthcare is a portable, virtual ultrasound learning experience that covers everything from the basics of scanning to hands-on simulations of real-world patient cases, demonstrating a broad spectrum of normal and pathologic conditions. From SonoSim, Inc, a global leader in ultrasound education, it provides an effective learning solution to the and complex nature of ultrasound education. SonoSim® 365 for GE Healthcare offers convenient ultrasound education through integrated didactic instruction, hands-on learning, and knowledge assessment.

What's included:

SonoSim 365® for GE Healthcare comes with a SonoSim® Probe, a SonoSim® Drive, five SonoSim® Modules and a one-year warranty through SonoSim® Care. Upon installation of the software, you can immediately access online SonoSim® Courses and begin performing hands-on scanning using their personal computer. SonoSim® 365 for GE Healthcare is licensed to a single user.



Brivo 385 Upgrade

16 to 32 slices



Upgrade benefits	Unique conjugate cone beam acquisition gives 32 slices/rotation	Faster speed and coverage throughout the scans	Better image quality (improved spatial resolution)
High resolution in small part imaging like inner ear & angiographies	Marketing advantage of showcasing 32 slice CT scanner	Removes ambiguity regarding diagnosis and the need to repeat exams	Low dose scans



1.5T SIGNA™ HDxt

SIGNA™ Works Edition upgrade



Get the Works and boost your performance with the latest version of SIGNA™ MR. Unlock state-of-the-art MR imaging performance and productivity benefits by upgrading to the 1.5T SIGNA™ HDxt SIGNA™Works Edition.

Gain advanced clinical capability through available options such as:

- HyperSense to accelerate exam time by up to 50%
- HyperCube to increase resolution without extra scan time
- MAVRIC SL for imaging soft tissue around MR Conditional metallic implants
- PROPELLER MB for motion artifact-reduced diagnostic images
- Auto Navigator for free breathing
- MAGiC delivers multiple sequences in a single scan
- DISCO provides extremely rapid, 4D, dynamic imaging
- FOCUS enables small FOV imaging and increased resolution

SIGNA™ Explorer

Brivo 355 upgrade to Explorer

Delivers a high definition imaging throughout the body, to help you make confident diagnosis across all applications.

Gain advanced clinical capability through available options such as:

- Patient comfort with silent scan and low table height. Noise reduction without any compromise in image quality
- Wide range of clinical applications — Advanced clinical applications such as Silent scan, 3D PROMO, MAVRIC SL, MR Elastography, Ideal IQ, body navigator, and 3D ASL
- Needle-free suite to minimize pain and cost of contrast
- Real-time motion correction
- Full field of view and off-center FatSat due to highly homogenous magnet
- Superior technology — excellent image quality, more accurate diagnosis
- Coil suite to accommodate a wide range of patients. Auto flow for simpler workflow



Digital Upgrade Kit (DuK)

Digitize away some of your toughest X-ray challenges



For both conventional and mobile digital X-ray systems, DuK is a wireless digital detector, designed with Cesium Iodide. Cesium Iodide is an excellent scintillator material, has high pixel density, and provides better image quality at low exposure dose. This wireless detector solution offers general radiography

facilities with all the advantages of Direct Digital, while maximizing the use of existing equipment. With Automatic Exposure Detection (AED), no electrical connection to the X-ray is required, which enables seamless use with virtually all X-ray systems.



Clinical Excellence

- DQE 70% enables high-quality images even at low exposure dose
- Image stitching



Operational Efficiency

- No cable connection with the X-ray system
- Image storage and smart view
- Seamless, multiple-room sharing
- Water and shock resistant
- Convenient for grasping and lifting from any side
- Lightweight and easily movable



Faster Workflow

- Intuitive interface
- Fast preview
- Saves valuable time



Accessories and Supplies

Trusted. Reliable. Simple.



We at GE Healthcare bring to you a simple and reliable one-stop solution for top-quality GE Healthcare accessories and supplies. We have an expanded inventory of products verified by our experts. We are happy to assist you with your orders, repairs, and queries.

Our accessories and supplies are compatible with patient monitoring, maternal and infant care, anesthesia and ventilators, and diagnostic cardiology.

Accessories



SpO2 cables/sensors



ECG cables



NIBP hose/cuff



Temp probes



Flow sensors



Oxygen cell



EEG/NMT/Entropy cables



Masimo EMMA Capnograph

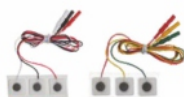


Masimo RAD67 Pulse Oximeter

Consumables



ECG papers



Electrodes



HMEF filters



Sodalime



Disposable patient circuits/masks

OKI DICOM Embedded Printers

Print your medical imaging in HD colour with integrated DICOM A4/A3 printers



Introduction to OKI Printers

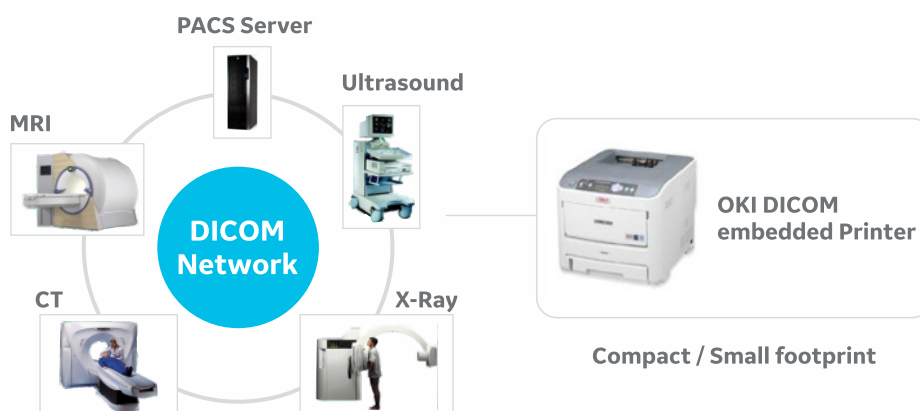
- OKI is a Japanese based company with 750 installs in India.
- OKI printers are DICOM embedded with 600 dpi resolution.
- Seamless connectivity with multiple modalities.
- High quality printing, images in HD monochrome and colour with no loss in resolution- What you see is what you get as there is no resolution loss which would generally happen during image conversion!
- Unlike films, paper prints are not degraded by direct sunlight.
- It has high speed- prints within 30 seconds.
- Digital LED Display.
- Eco-friendly printing on glossy resin coated paper.
- Cost effective Printing on paper as compared to film.

Comes to 2 Sizes: ES 8431 (A4/A3 Printer) and ES 7411 (A4 Printer)

ES 8431 (A4/A3 Printer)- Size 11.7" x16.5": Ideal for CT, MR, Ultrasound, PETCT and X-Ray reports

ES 7411 (A4 Printer)- Size 8.3" x 11.7": Ideal for Ultrasound, PETCT and X-Ray reports

Easy to use: Power, Plug and Play



- Power on the printer. Plug a cross over network cable between the printer and an Ultrasound equipment (For example)
- Eliminates the use of any DICOM conversion. Users can print the medical images without sending them to the computer.
- The paper has already built in white background which reflects the image details without any additional devices like light box.



Wipro GE Healthcare,
No 4, Kadugodi Industrial Area, Sadaramangala,
Whitefield, Bangalore - 560067

For more information, contact us at:

✉ gehealthcareservices@ge.com

☎ 1800-102-7750, 1800-425-7255, 1800-425-8025, 1800-419-7750