







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.

For delivering 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

The customer's perception is your reality.

Kate Zapriskie



At GE, 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



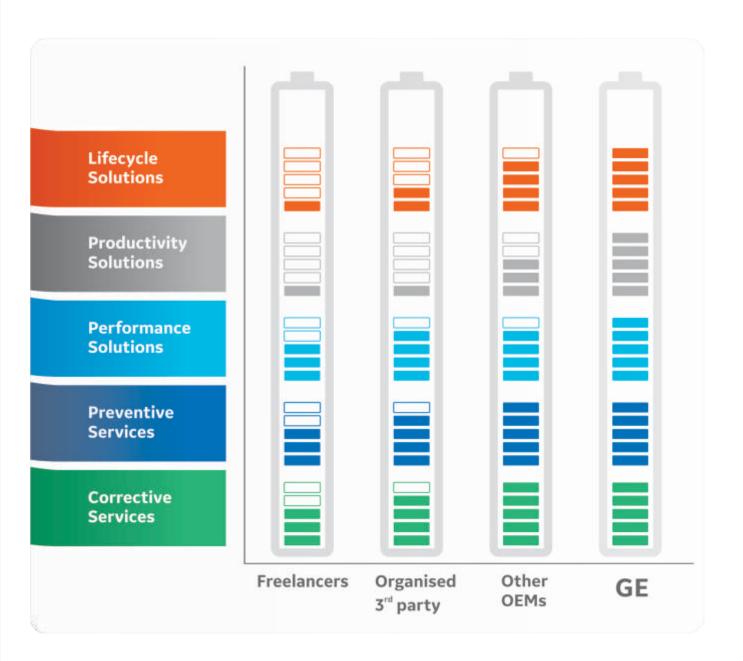
Productivity Solutions



Lifecycle Solutions



Why GE?



We provide comprehensive services across all 5 service solutions that help deliver meaningful outcomes, making us a TRU productivity partner.

"Our biggest accolade is our customer's satisfaction."







'Award for Customer Centricity' by the Confederation of Indian Industry (CII).

Confederation of Indian Industry (CII) has also recognized GE Healthcare Service, South Asia for 'Leveraging Digital Transformation to Deliver Superior Customer Experience'.

Customers don't care how much you know until they know how much you care.

Damon Richards

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

- GE Oncall
- On demand service
- On demand parts
- GET^x



Preventive Repairs

- GEPM
- FirstCall
- OnWatch

Q

Performance Solutions

- Power contract services
- Inspector
- Service Shop
- TruPay



Productivity Solutions

- iCenter
- AssetPlus
- DoseWatch
- Education
- AppsLing



Lifecycle Solutions

- Services360 Biomed & MVS
- Probe fleet management
- Upgrades
- Site audits







GE On-call, GE Healthcare's dedicated call center, helps resolve issues by registering your complaint, raising a service request and providing you with a SR number.

This SR number helps in easy tracking of the complaint status and also the equipment maintenance history.

Thus, improving proactive service maintenance so that same issues do not arise in future.



100% of calls with SR number are monitored for quality and speed of resolution.



For immediate resolution, complaints get directed to remote support team for all applicable modalities.



Based on the complexity of the service request, the engineer's are identified and deployed for a faster resolution.



SR number can be used to follow up and give feedback on the service requested.



Equipment health is recorded post every complaint and the same is accessible at any given point in time.

Different ways to reach
GE Healthcare customer care:

Toll-free numbers:

1800 425 8025 1800 425 7255 1800 102 7750 1800 419 7750

E-mail:

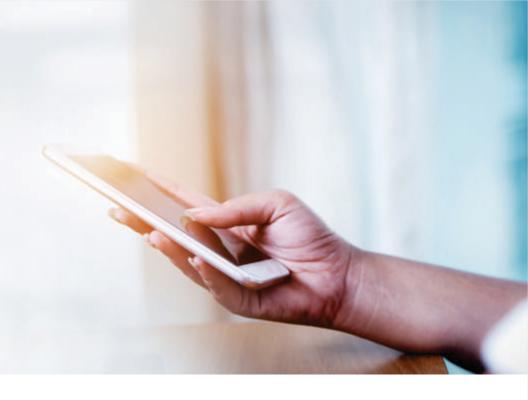
gehealthcareservices@ge.com

iLinq: Click on iLinq button on console

SMS: 92230 10101



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.



Download GET^x App from:

Playstore on Android

https://play.google.com/store/apps/details?id=com.customer.retx

Apple store on iOS

https://itunes.apple.com/us/app/getx-customer/id1342164195?ls=1&mt=8

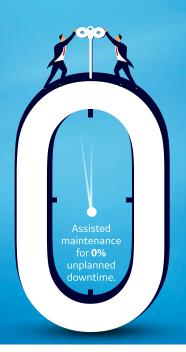
Amplify GET^x experience with Service Shop

GET^{*} helps you to get expert care. Service Shop, first of its kind e-commerce portal, enhances this care by allowing you to order GEnuine parts and accessories online at transparent and GE assured prices.



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

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
- Improved 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.

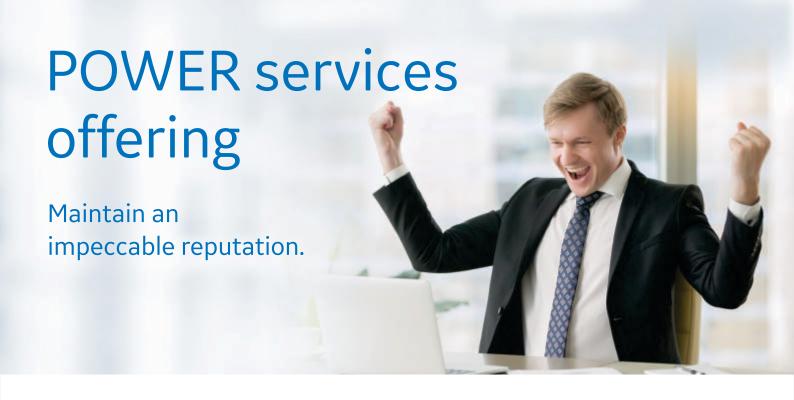
FirstCall identifies issues that could potentially impact probe functionality and performance.

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







POWER services offering help drive clinical excellence & 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 utilisation 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.

Number of hours principal equipment is available
Uptime =

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 of equipment model type. Subject to contract T&Cs.

INSPECT@R[™]

Cloud Based Environment Monitoring System

Ensures excellent performance, high data security, cost effectiveness, scalability and avoid maintenance problem.



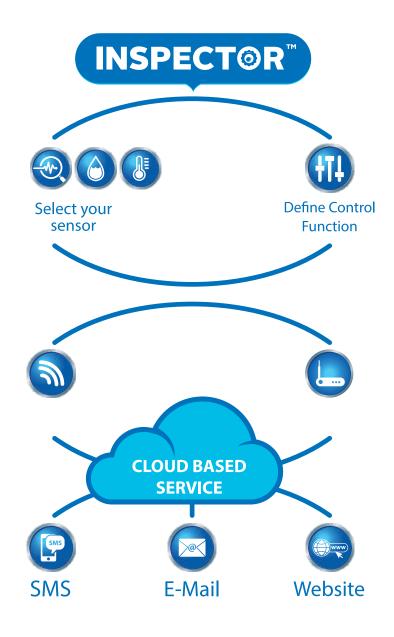
24/7 real time monitoring system

Inspector[™] is an 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.

The Inspector[™] monitors external conditions and critical parameters of any sophisticated systems, modalities, environment and facilities.

Adding Inspector to the systems:

- Opens new horizons for users
- Adds more flexibility
- Simplifies day operations
- Saves time, effort and most importantly costs



^{*} Internet Connectivity Provided by the Customer

Service Shop

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



GE Healthcare's **Service Shop**, a first of its kind e-commerce portal, delivers service solutions at a touch that help you in finding genuine parts, relevant information and track delivery status so that you can plan your workflow better.



QUICK ORDERING

12000+ GEnuine parts and accessories can be ordered in minutes.



TRANSPARENT PRICING

Order online at transparent and GE assured prices.



ORDER TRACKING

Track orders and deliveries to reduce downtime and improve productivity.

To get service solutions at a touch, follow the below mentioned steps:



REGISTER



LOGIN



SEARCH



SHOP



CHECK-OUT

To register scan the QR code







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 & 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 consumable and accessories



Customer Responsibilities

- Making sure that system is connected to a broad band (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 (BRTP) educational program that we have specially developed for your radiologists and technicians to learn how best you can maximize your REVACT utilization.

Terms & conditions

- Taxes extra and as applicable.
- Accessories not included (UPS, lead glass, batteries etc.).
- Number of hours principal equipment is available • Uptime will be calculated as =
 - (365*24) Time taken for planned maintenance
- Data 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



iCenter

Make better decisions every time with powerful asset analytics at your finger tips.



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 brings 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.



iCenter - One platform to drive

Operational efficiency



Biomedical and Clinical Engineers

Track metrics and deliver data and analytics on status, maintenance history, utilization and performance against benchmarks.

Achieve comprehensive service model optimization

thanks to 360° operational overview.

Help enable compliance for audits by tracking all the asset data.



Equipment Maintenance

View service history of all assets



Service Requests

Monitor & receive alerts

Financial outcomes



Department Heads and Management staff

Help drive business decisions and strategy thanks to availability of accurate information.

Help optimize asset installed base in a cost effective way
without compromising level of care
and quality.

Get full visibility on activities and performance across your different sites thanks to aggregated metrics.



Analytics

Deep dive analysis of service performance



24/7 access and support

Obtain efficient process for addressing service needs

Clinical outcomes



Doctors

Facilitate your decisions about relocating, upgrading and staffing by monitoring patient and exam volume trends on GE CT and MR systems.

Help increase staff productivity and optimize patient flow by getting a better understanding of service in progress and



Reporting

asset status.

Having engaging discussions with absolute transparency of info



Utilization Patterns

At facility, category & unit levels

AssetPlus[™]

From no equipment visibility to actionable outcomes.



AssetPlus ™ A CMMS solution

AssetPlus is an enterprise-scale, online asset management software designed to assist healthcare leaders manage clinical and non-clinical assets throughout their service life while helping them make data- driven decisions.



Helps enhance financial results



Helps improve efficiency



Helps take decisions with confidence

Biomedical Engineers



Ability to track all biomedical assets

- Customize calls on competency & traceability on all maintenance
- Mobile based browsers
- Reports and flexible queries
- No loss of data
- Online calls closure

Chief Experience Officer



Executive decision making capability

- Consolidated view of investments & costs
- Executive level reporting (BO)
- Regulatory Compliance
- Reach accreditation
- Satisfy medical department
- Traceability of assets

Facility & IT Managers



Dispatch and planning calls

- Resource optimisation
- Facility Dashboard
- Risk Mitigation

Integrated IT, ease of implementation & ROI

- Manage upgrades & licences
- Technical compatibility with back office, rest of infrastructure
- IT life cycle management
- Connection to existing HIS

Every detail matters



Financial Planning

- Real time visibility improved budget planning
- Consolidated & custom reports
- Assign budget thresholds
- Manage costs
- Capture uptime / downtime / standby
- Depreciation capture & monitoring



Asset Management

- Management dashboard
- Asset summary & details
- Inventory management
- Warranty checks
- PMS scheduling
- Increased availability of critical equipment
- Code generation



Operational Efficiency

- Real time visibility of assets
- Scalable & easy configurable CMMS
- Integration to HIMS
- Manage calls & work orders
- Manage suppliers, contracts, upgrades and licenses at one place



Reports & Analytics

- Customized asset summary dashboard - Assets analysis
- Depreciation analysis
- Missing asset tracking & reports
- Vendor response analysis
- Performance & breakdown analysis



Safety & Regulatory

- Schedule PMs with calibration kits
- Monitor asset servicing details
- Regulatory & compliance issues
- Check accreditation
- PM compliance
- Risk management



Resource Optimization

- Enterprise dashboard to define ownerships
- Branches & department visibility
- Web / mobile browser
- Condemnation requisitions
- Alerts & notifications

Server Requirements

- Microsoft® Windows® Server 2012, 2012 R2, or 2008 SP2 with platform update, 2008 R2;
- 64-bit computers
- Processor 2 cores
- 8 or 16 GB system memory
- C:\500 GB minimum free disk space
- D:\ 500 GB minimum free disk space
- E:\1 TGB minimum free disk space for document attachment



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 & multi-vendor dose tracking
- Flexible data acquisition for enterprise-wide coverage

A patient-centric quality improvement program that includes:



Dose monitoring & analytics

- Wider deployment (department, hospital and community)
- Radiation & 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



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. Enable faster decision-making under uncertainty and ambiguity. Mitigate 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 team work and patient first philosophy
- Identifying challenges faced in managing patient expectation
- Introducing proactive leadership and decision making

Blended Radiology Training Program - Rev ACT

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

Onsite 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.





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 of customizable maintenance, training and digital solutions that ensure more ROI, not only for GE equipment but also for non - GE equipment.

Services360 Offerings

Services 360 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 Services 360



Services 360 delivers **operational excellence** by improving equipment visibility and empowering decision making.



Services 360 ensures **quality excellence** through environmental and safety checks thereby, making you audit ready.



Services 360 improves **customer experience** by ensuring seamless workflow and improved patient safety.

Our Solution

Process set-up

Asset visibility

Asset productivity

Utrasound upgrade

Upgrade to open up newer clinical avenues.



Cardiac upgrade packages for Logiq C5

- CWD Kit + Cardiac Probe (3SC-RS Sector)
- CWD Kit + Cardiac Probe (3SC-RS Sector) + CMS (AMC / Procare included)
- CWD Kit + Cardiac Probe (3SC-RS Sector) + CMS (CMC included)

Upgrade packages for Logiq F8

Cardiac Upgrade package CWD Kit + Cardiac Probe

CWD kit: R1 Version*

CWD kit: R2 Version*

Stress ECHO: R2 Version*

Auto Ejection Fraction: R2 Version*

Anatomical M Mode: R-R1 Version*

R2 Version*

Tissue Velocity Imaging (TVI): R1 Version*

R2 Version*

AUTO IMT

Probe included (3SC-RS Sector)
CMC included

4D Upgrade Option 4D HW Kit + 4D Probe

4D HW kit: R1 Version*

4D HW kit: R2 Version*

Elastography: R1 Version*

R2 Version*

XTD View: R1 Version*

TUI: R2 Version*

BFLOW: R2 Version*

AUTO IMT: R2 Version*

SONO BIOMETRY: R2 Version*

Probe included (RAB 2-6- RS) CMC included

Probe Fleet Management

Optimize the performance of your ultrasound assets, with GE Healthcare's probe repair, replacement, and management offerings that

help improve uptime and reduce costs.



Probe repair

Our flexible probe repair services start with in-depth analysis of probe performance. With local repair operations, you are guaranteed not just trusted and reliable service but also a quick turnaround. Achieve cost efficiency in managing your ultrasound portfolio and maximize continuity of your clinical activity.

Ultra quality

Quality is foundational to our probe services and drives the way we engineer, validate, and repair our probes. When a customer sends us a probe, we don't just repair it; but we verify each and every probe to our high quality standard.



Integrated

Quality is integrated into everything we do; it's inherent in our culture



Engineered

Quality is part of the way we engineer our solution



Standard

Quality is the standard that we hold our probes to



Driven

Quality drives our repair process from start to finish



Inspection tests

- √ Visual inspection
- ▼ Electrical leakage test
- ✓ Performance test
- ✓ Scan test

Check out tests

- ✓ Inspection tests
- Strain pressure test
- Acoustic power test
- Thermal test

BrightSpeed Console upgrade package Improve and enhance your equipment.

Upgrade benefits

New OPEN console	Low dose scans	ASiR (Iterative reconstruction)
Brand new peripherals	Metal artifact reduction	Enhanced recon speed (16 fps)
Dual energy scan package*	Advance clinical applications*	

^{*}applicable with AW workstation VS 7 add-on package

New OPEN console



Component	Parameter
Console	Open console
Computer	Z840
Monitor	New HP E190i*2 monitor
Platform	SUSE with new operating system
CPU	Dual intel xeon E5-2620 V3 2.4GHz
Memory	DDR4 2x8 GB SAS 10K
Hard disk	4x300 BG SAS 10K
New storage	Data export (USB, DVD)
New copy composer	Improved filmer



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 no need to repeat exams
- Low dose scans



Digital Upgrade Kit (DuK)

Digitize away some of your toughest X-ray challenges.



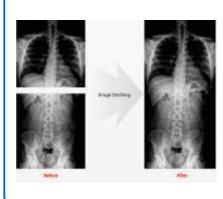
For both conventional and mobile digital X-ray systems, DuK is a wireless digital detector designed with Cesium Iodide & Gadolinium Oxysulfide. This wireless detector solution offers general radiography facilities with all the advantages of Direct Digital, while maximizing the use of existing equipment. With Automatic Exposure Detection (AED), no electrical connection to the X-ray is required, which enables seamless use with virtually all X-ray systems.

Only **1.68 kg** for 1012 format, **3kg** for 1417 format & **3.5 kg** for 1717 format.



Clinical Excellence

- DQE 70% (Csl type)
 High DQE produce high quality images
- Image stitching





Operational Efficiency

- No cable connection with the X-ray system
- Image storage & Smart View
- It can be used in several rooms
- Water resistant
- Shock resistant
- Convenient for grasping and lifting from any side
- Easily movable lightweight, wireless detectors



Faster Workflow

- Intuitive interface
- Fast preview
- Save valuable time





Wipro GE Healthcare,

No 4 Kadugodi Industrial Area, Sadaramangala, Whitefield, Bangalore - 560067

For more information, contact us at:

- gehealthcareservices@ge.com
- **18001027750**, 18004257255, 18004258025, 18004197750
- **2** 9223010101



Scan the QR code to receive a call back