

GE Healthcare



# OEC<sup>®</sup> Service

Redefining peace-of-mind.



# Uptime is the bottom line.

You work hard everyday to deliver excellent patient care, minimize costs, and maximize revenue. A down or impaired C-arm can jeopardize the health of your business and your patients.

**Uptime. It matters to you, your patients, and your doctors — it's important to your financial success.**

Your C-arm needs the best service program to maximize uptime year after year. OEC service is a unique combination of experts that work together to provide a comprehensive service solution. Our service team includes specially trained Field Service Engineers, Clinical Imaging Specialists, and Technical Support Engineers with extensive field experience, and a quality assurance team that closely monitors service trends to ensure continuous improvement. It makes good business sense to partner with us to keep your equipment up and running . . . that's uptime you can count on.



“When our machine is down we don't make money and we lose doctors. GE's level of service far surpasses other providers. **It's about peace-of-mind and the best possible service.**”

Mike  
Materials Manager  
Texas



# This is OEC Service.

- 100% specialized in surgery
- 15 average years experience per engineer
- Parts that are factory-qualified, tested, and up-to-date
- 100% service reports monitored and evaluated
- 60+ annual hours certified, factory training per engineer
- 30 minute call back
- 6 hour on-site response

At OEC Service, our goal is to respond quickly, fix your equipment right the first time, and keep your machine running. We are continually investing in people, training, and processes to deliver superb service for you.

# Experience.



"I'm an imaging specialist in clinical engineering, and I'd recommend GE service to anyone. It far exceeds other service."

Bill  
Imaging Specialist  
California

"My service engineer has 25 years experience and knows all the error codes by memory. He's seen everything before and can help me fix it right away."

Kenneth  
Biomed Engineer Tech Specialist  
Maryland





# Differences

**60+ hours of certified, factory training annually helps us fix your equipment right the first time.**

OEC service engineers receive intense, proprietary instruction as well as continuous factory updates and quality tips. This means our engineers have the training and diagnostic tools to keep your OEC C-arm appropriately maintained and calibrated for long-term performance.

Service engineers are key participants in GE's quality improvement. They help identify vulnerabilities, investigate the root cause, determine a compliant solution, and implement the long-term fix. Their involvement in the quality process continually builds their product knowledge and expertise.

**Specialized in surgical equipment means we fix issues fast.**

Day-after-day, working only on surgical products builds up a unique level of expertise. Our service engineers know the product inside and out which helps them diagnose and fix your machine quickly. In fact, our entire service team, customer service center, technical and clinical support experts are all specialized in surgery, delivering focused service.

**15 years average experience helps in accurate diagnosis and repair.**

Our service engineering team has great depth—over 15 years of industry experience on average. That experience translates to hands-on knowledge that helps in accurate diagnosis and repair.

***94% of OEC customers rate their service engineer excellent for communication.***

***9-out-of-10 customers highly recommend OEC Service to colleagues.***



# that deliver.

**100% of service records monitored and evaluated help us deliver real-time solutions.**

Our quality is top-notch and never stops improving. OEC tracks, evaluates, and trends 100% of our service records. This means we're getting daily, real-time information on our systems to help our engineers give you the best solutions to help keep your equipment up and running longer.

**30-minute call back and 6-hour on-site response means we get there quickly.**

Downtime means lost revenue and higher costs, so you need your service team to respond in minutes. We call you back within 30 minutes and, when needed, arrive on-site within six hours.

***97% of customers say OEC's response time exceeds expectations.***

**Parts that are factory-qualified, tested, and up-to-date help us maximize your system's performance.**

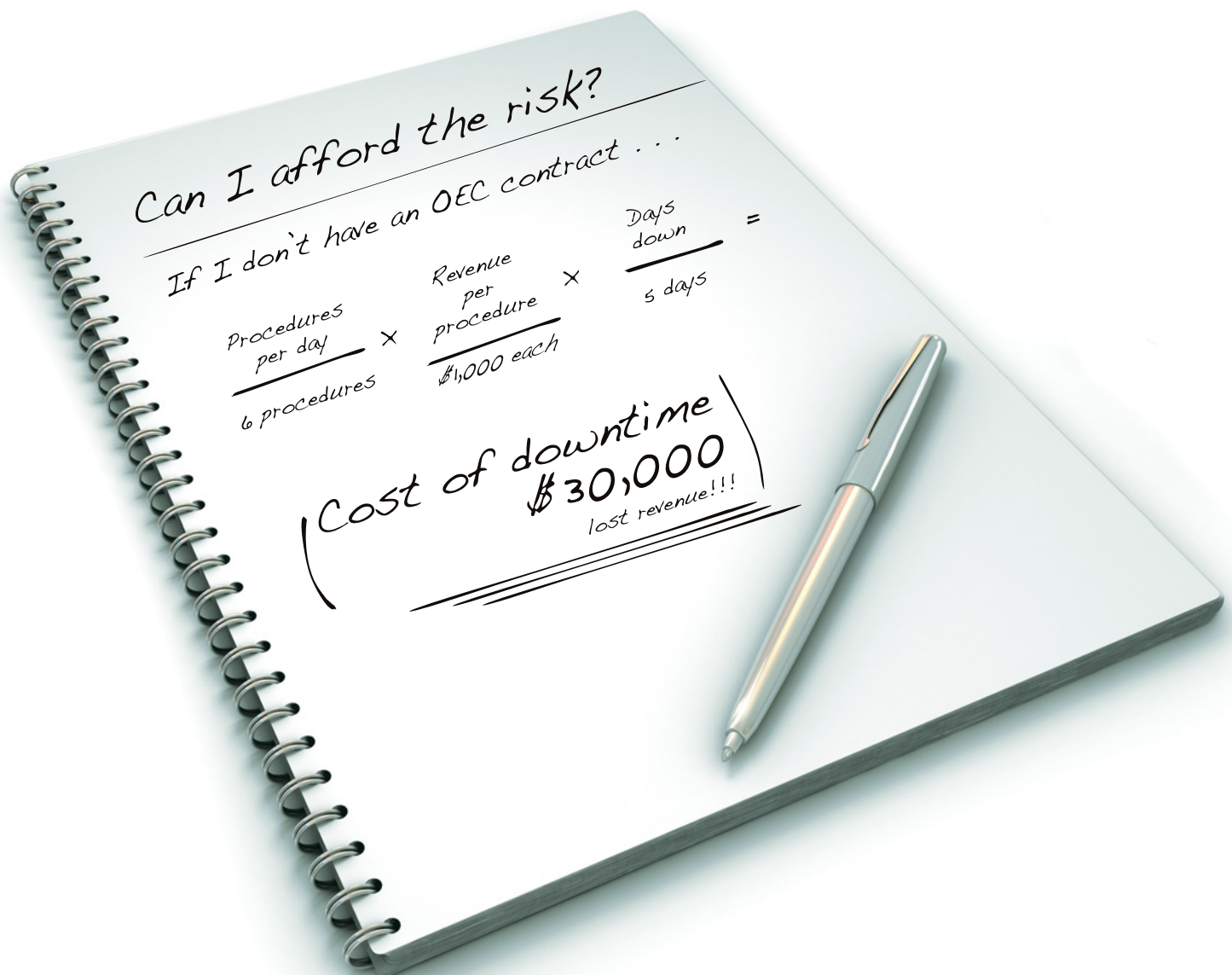
Know what you're getting. Maximize your system's performance with OEC certified parts that have been thoroughly tested and validated. OEC parts installed and calibrated by our engineers help minimize DOA's and other problems caused by questionable parts. The quality of our parts can help maximize repair effectiveness and system performance.

***100% of our service reports are analyzed and resolved by our team of quality assurance specialists, ensuring continuous quality improvements.***

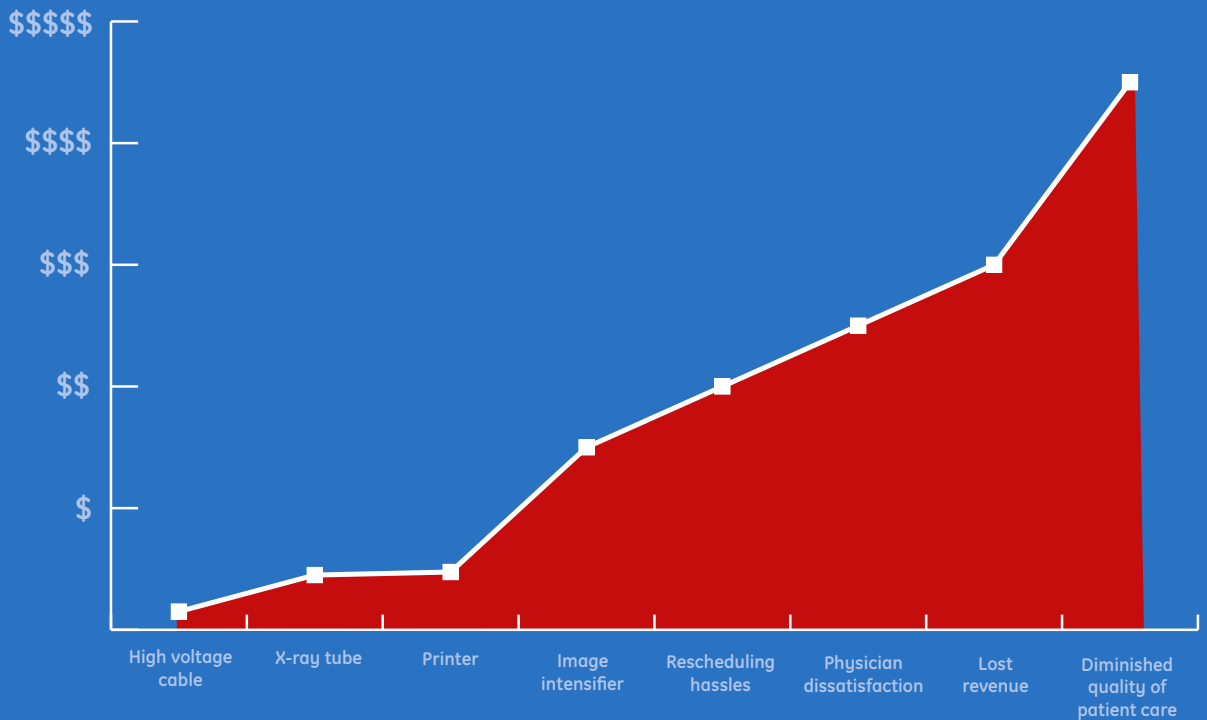
When your OEC C-arm is not maintained, a single unexpected repair with associated downtime, physician dissatisfaction, lost revenue, and diminished quality of patient care could cost \$10,000, \$25,000, even \$30,000 or more in parts, labor, and downtime. Do you have a budget for that?

# Why risk it?

With an OEC Service contract you can budget for and cap all repair costs for the year, prevent surprises, and direct resources to other important places. Trusting in a team of experts can help you minimize risk and maximize the potential of your OEC investments. A smart decision.



# What risks can your business take?



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GE OEC Medical Systems, Inc., doing business as GE Healthcare.

## Healthcare Re-imagined

GE is dedicated to helping you transform healthcare delivery by driving critical breakthroughs in biology and technology. Our expertise in medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, and biopharmaceutical manufacturing technologies is enabling healthcare professionals around the world discover new ways to predict, diagnose and treat disease earlier. We call this model of care “Early Health.” The goal: to help clinicians detect disease earlier, access more information and intervene earlier with more targeted treatments, so they can help their patients live their lives to the fullest. Re-think, Re-discover, Re-invent, Re-imagine.

[www.gehealthcare.com](http://www.gehealthcare.com)



imagination at work