

# The GE Healthcare Australia and New Zealand Service Organisation

GE Healthcare's Service organisation is built on three major pillars

People

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Technology

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Processes

Our mission is to provide our customers with the highest level of service in supporting your diagnostic imaging equipment throughout its entire life-cycle. From preventative to corrective maintenance, we offer our teams, our processes and our technologies to help you reduce downtime and maximise productivity from your diagnostic imaging machine.



## People

Our experienced engineering force is responsible for maintaining and fixing over 1000 pieces of diagnostic imaging equipment. We have:

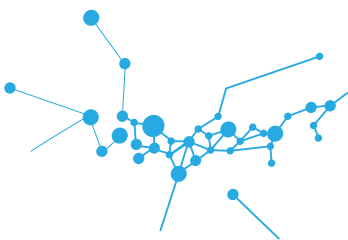
- Over 150 Australia and New Zealand based engineers across a variety of specialities
- Ongoing world class training to ensure our engineers stay up-to-date and current with new technologies



## Technology

Through remote diagnostics and online technologies, we deliver maximum system uptime and availability.

- iLinq™ provides instant Technologist support available on the console interface
- InSite™ enables our online technical engineers to access your system and remotely diagnose and ensure a quick resolution



## Processes

Our processes, protocols and infrastructure are designed around service quality management and work-flow optimisation including:

- A support call process to ensure we connect you to the right person as quickly as possible
- An escalation process leveraging GE's extensive technical resources when required





# Diagnostic Imaging Service Offerings

## Coverage inclusions

	Gold 100	Gold 50	Gold 0	Silver	Bronze
Preventative maintenance parts	100%	100%	100%	100%	100%
Standard parts for corrective maintenance	100%	100%	100%	NA	NA
Special parts (coils, tubes)	100%	50%	NA	NA	NA
Onsite response (Metro)	4 hours	4 hours	4 hours	4 hours	NA
Onsite response (Regional)	24 hours	24 hours	24 hours	24 hours	NA
Online and phone technical support response	1 hour	1 hour	1 hour	1 hour	NA
Remote diagnostics and reactive maintenance	✓	✓	✓	✓	NA
Software updates (FMI)	✓	✓	✓	✓	✓
Hardware updates (FMI)	✓	✓	✓	✓	✓
Preventative maintenance labour	----- 08:30 – 17:00 Monday - Friday -----				
Corrective maintenance labour	----- 08:30 – 17:00 Monday - Friday -----				NA

## Optional hours of coverage

		Preventative Maintenance	Corrective Maintenance
Early bird	Monday - Friday	NA	06:00 – 17:00
After dark	Monday - Friday	08:30 – 24:00	NA
Extended hours	Monday - Friday	08:30 – 24:00	08:30 – 24:00
24 hours and 7 days		Mutually agreeable times	No time restrictions