

Canon

***Comprehensive
Service Solutions***



Trusted Service that is
Responsive and Personalized.



“I have been in this business for 30 years. I have never had a more responsive Service person than we have for the Canon system. He is great, just fantastic!”

David Maynard

*Chief Therapist
Cookeville Regional Medical Center
Cookeville, TN*

Canon is known for its award-winning service and comprehensive service solution offerings.

It all starts with our people. At Canon, we employ the strength of our people and service processes to deliver optimal results. Our Service approach offers unprecedented collaboration, flexibility, and transparency to help you manage, monitor, and protect your medical imaging assets. Our team adheres to the highest standards as we support you by maximizing equipment performance, streamlining workflow, and keeping your data safe and secure.

Cornerstones of Quality Service

One size does not fit all. Each organization has different concerns, pain points and risk tolerances. A multifaceted, customizable Service approach allows us to best support our customer's unique diagnostic imaging needs.

Canon is here to provide you with the personalized, timely, quality Service that you will come to trust.

The team is here to support you, so you can focus on providing preeminent patient care. To find the ideal Service Solution for your organization, we start by listening.



Multifaceted Service Method



Betty Simmerman
Senior Customer Engineer
with Canon Service since 2015

Customer Centric Support

Our world revolves around our customers. Canon's comprehensive service solutions are structured to best fulfill our customers' needs. Whether it is service access, service options, parts procurement or engineering training, the entire service team is here to support you and to ensure all is running optimally.



Flexible Service Options

Tailor your service preferences by selecting the exact service entitlements you desire. No more. No less.



Engineering Training

Increase your team's proficiency and efficiency with Canon's engineering certification and training program.



Parts Procurement

Expeditious parts fulfillment is vital in sustaining the highest possible uptime. Whether you prefer our live parts support team, or our online Medical Marketplace parts procurement platform, ordering parts is easy.



Technical Support

One phone call away to connect you to all the help and service support you may need. All our employees are U.S.-based, highly qualified, and have years of professional experience to boast.



Cybersecurity Solutions

Canon's comprehensive cybersecurity offerings are uniquely designed to isolate your medical assets from malicious agents, and to ensure they are and remain safe. They are based on the following three pillars:

■ Risk Management Team

Safeguards your cybersecurity by regularly evaluating systems for cyber vulnerabilities and ensuring latest cybersecurity standards are met. They are an integral component to our customer's cybersecurity as they perform rigorous risk assessments and assist customers in optimizing their cybersecurity.

■ Proprietary Cybersecurity Technology

Protects your medical imaging devices from cyber breaches. Standard Cybersecurity is included at no additional cost with any Service or warranty agreement. Our Premium Cybersecurity option offers an additional layer of protective features such as reporting, dynamic alerts, advanced intrusion prevention system (IPS), HIPAA compliance, and continuous syslog to customer's Security Information System (SIEM).

■ Highest Industry Standards

Integrates National Institute of Standards and Technology (NIST), Risk Management Framework (RMF), and Defense Health Agency (DHA) certification into our imaging device design. Canon became the first OEM to achieve ATO certification with the U.S. Airforce for medical imaging equipment. It is also compliant with Department of Defense (DoD) standards.

“A healthcare data breach is among the costliest types of data breach... the average cost of a healthcare data breach was the highest among all industries at \$10.93 million.”¹

-Security Intelligence

1. Michelle Greenlee. Cost of data breach 2023: Healthcare industry impacts. August 16, 2023 <https://securityintelligence.com/articles/cost-of-a-data-breach-2023-healthcare-industry-impacts/>

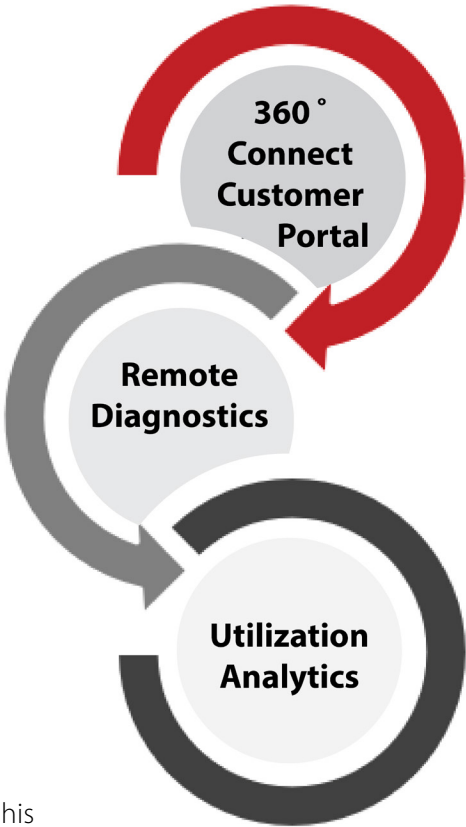


Remote Enterprise Solutions

When managing a healthcare system, one tends to be faced with many challenges. Having critical information at your fingertips is crucial in order to address and resolve possible issues expeditiously and effectively. Canon's Remote Enterprise Solutions provide centralized access to information to efficiently maintain, monitor and manage your imaging equipment. The 360° Connect customer portal, remote diagnostics, and utilization analytics are all essential components to assist our customers in achieving this goal.

360° Connect Customer Portal

Developed in collaboration with customers for customers, 360° Connect allows you to save time, boost productivity, and optimize system use. It is a single point-of-access to crucial documents and reports. Whether you desire instant insights into field service history, service entitlements, system data, such as tube rotation count, helium levels, uptime statistics, or cybersecurity health scores, you can access this information easily through the 360° Connect portal — any time, day or night.



Remote Diagnostics

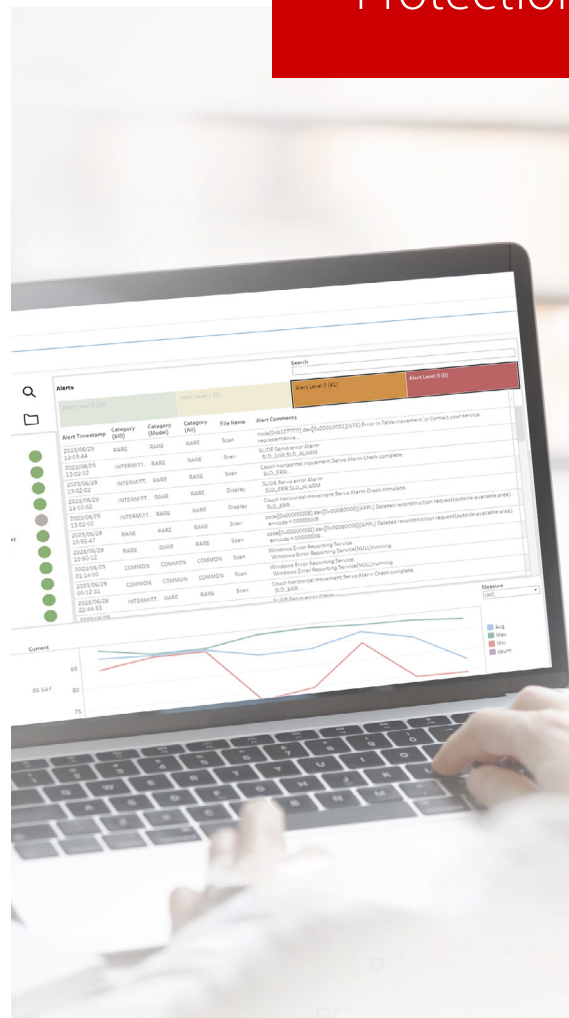
Less worry, more peace of mind. Remote diagnostics is a crucial component in optimizing system performance and allows for preemptive service procedures. Canon leverages remote diagnostics to address possible system issues proactively — before they become a bigger problem. It minimizes costly down-time, maximizes fleet-wide functionality so it can operate at its full potential, and mitigates patient rescheduling.

Early
Detection
is your Best
Protection

Diagnostic & Environmental Monitoring

- Real-time 24/7 proactive monitoring identifies parameter deviations and triggers proactive service approaches.
- Helps reduce unplanned downtime.
- Enables expedited service and repair.
- Increases productivity and ensures imaging performance is operating optimally.
- Environmental monitoring provides visibility to power supply history, temperature, and humidity.*
- Environmental monitoring ensures optimal performance of equipment and helps maximize uptime.

Our team of technical experts are able to explore solutions remotely, online, frequently resolving issues without the need for on-site service.



* Available on select systems

Utilization Analytics

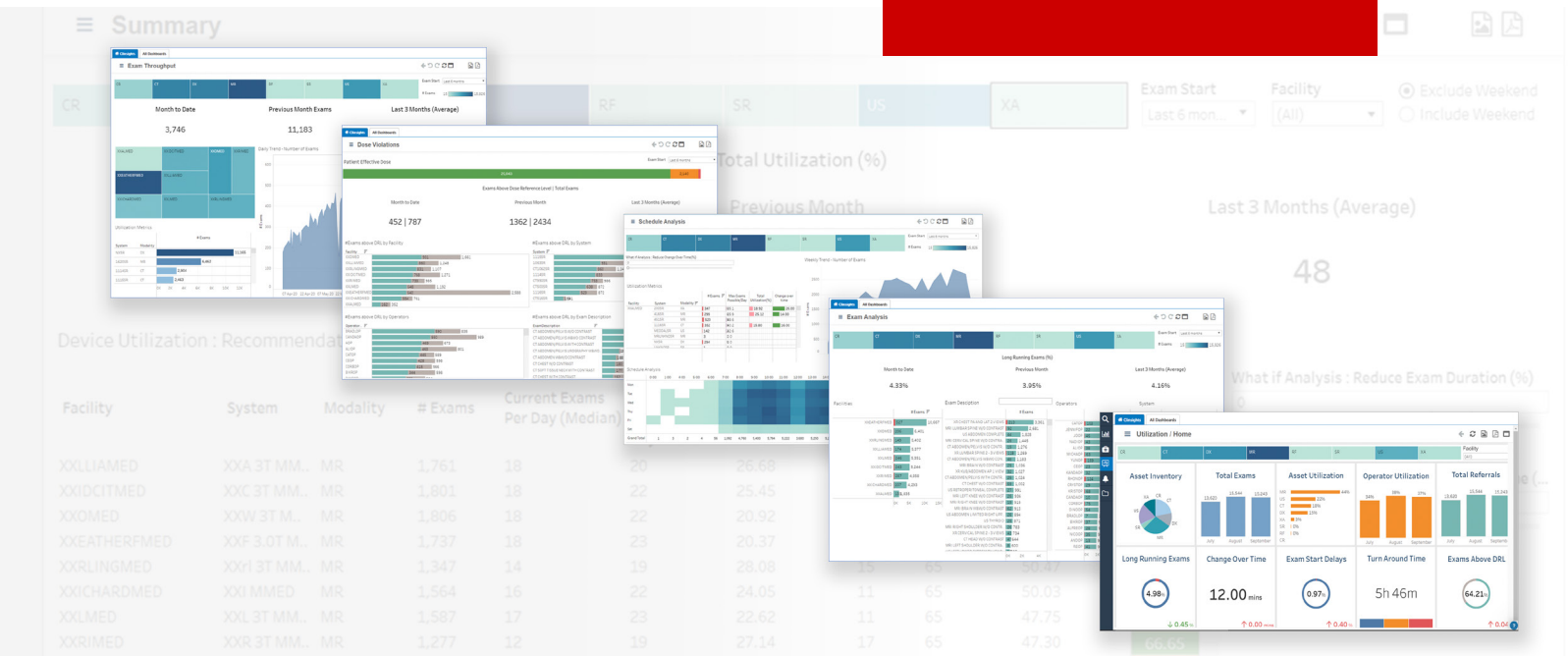
A Gateway for Greater System Utilization

The continuous quest of trying to enhance patient satisfaction requires healthcare providers to increase operational efficiencies, reduce patient re-visits and rescheduling, understand referral leakage, and maximize utilization. Canon's utilization analytics, provides in-depth data to gain the insights required to optimize workflow efficiencies and improve patient satisfaction.

Customer's fleet-wide operational management is aided by these real-time reports:

- Change over time
- Dose over DRL
- Referrals
- Report turn-around time
- Staff productivity
- Patient wait time
- Exam analysis
- Asset utilization

Helping
Deliver Peak
Performance





At Canon we employ the strength of our people and service processes to deliver ideal results.

Why Choose Canon?

People

Our service support team offers personalized skilled service, every step of the way.

Quality

Utilizing Canon to maintain all equipment, ensures the highest quality of service with OEM specifications, standards and performance.

Cybersecurity

Canon has a flawless record at keeping patients' PHI and systems safe from cyber intrusions.

Collaboration

Clinical engineers do not have to be outsourced; with Canon you can utilize your own staff to service equipment.

Value

Canon will partner with Clinical Engineering departments to reduce cost via innovate ways and streamlining efficiencies.

Award-winning Service

Canon continues to be recognized as the industry leader in providing exceptional Service. These awards are testament to our unwavering commitment to going above and beyond to support our customers and their patients.

We are here to Serve

We are here to fully support you in the challenges of keeping your diagnostic equipment working optimally. Our comprehensive service solutions are designed to help you with this goal. As a leading medical diagnostics and digital solutions organization, Canon is committed to providing best in class service to our customers.



Jimmy Concepcion

*Senior Customer Engineer
with Canon Service since 2004*



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