



Canon Medical Systems' Service Puts Customers First

Service: Personalized



Proactive monitoring, access and support 24/7.

When it comes to service plans, one size does not fit all. That's because each organization has different concerns, pain points and risk tolerance. To find the best service plan solution for your organization, we always start by listening. After we gain a deep understanding of your needs, we build a customized proposal around them. Whether you choose a full-service plan or a partnership agreement, our proactive monitoring, prompt service and highly trained representatives will help you manage costs and keep your organization running smoothly.

BENEFITS



Immediate Access

Get service 24/7 with one phone call to our ASSIST Center.



Prompt Resolution

If your problem is not resolved after a pre-determined amount of time, a manager is automatically alerted and gives additional support.



A Solid Infrastructure

We've set up a low ratio of customers to service managers and engineers, and have strategically located parts depots across the country to minimize repair delays so that we can realize our promise of greater than 98 percent uptime.

“**When I have an equipment issue,
I need a fast response.**”

KEEPING AN EYE ON YOUR SYSTEM REMOTELY

Proactive Service

Our remote diagnostics system, InnerVision Plus, anticipates some performance issues and corrects these preemptively. Using the system, our highly trained customer engineers and applications specialists can monitor systems remotely and assist our on-site engineers in preventing future problems.

Automatic Alerts to Potential Problems

e-Watch takes the worry out of imaging system uptime and performance by continuously monitoring the environment in the room where it resides. Allowing support teams to observe power, temperature and humidity 24/7, it automatically provides alerts when problems occur. Addressing these problems proactively ensures your equipment always operates at its full potential.



Recognized By Independent Industry Analysts

We're proud of our accomplishments, and we're not the only ones who have noticed them. Independent analysts consistently validate the excellent performance of our products and services:

- #1 ratings throughout our imaging system portfolio
- Rated by MD Buyline as #1 in Customer Satisfaction for System Performance, Reliability, Installation/Implementation, Training, Service Response Time and Repair quality in multiple segments, outperforming the competition for several consecutive quarters.*
- Aquilion PRIME named Best in KLAS in CT 64-Slice+ and Infinix-I named Category Leader in CV/IR X-ray in the "2014 Best in KLAS Awards: Medical Equipment & Infrastructure," July, 2014 **

Pick Your Plan

We offer a variety of plans that can be customized to meet your needs.

InTouch Full Security Agreements

Full service agreements offering full protection, customized solutions and unmatched technical support

InTouch FLEX Agreement

Manage your evolving service needs with flexibility to convert service agreements between Full Service and Partnership

InTouch Partnership Agreement

Customized maintenance that fits your budget while maintaining superior care



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