



# Ultrasound InTouch Service Portfolio

PerformanceCARE



## Unprecedented Choices and Convenience

When it comes to your ultrasound systems, a flexible and reliable service plan is more important than ever before. Select coverage most suited to your individual needs with Canon Medical's Ultrasound PerformanceCARE programs. Whether you are seeking full coverage, preventative maintenance (PM) solutions—or something in between, our extensive a-la-carte portfolio is certain to offer you just the right mix to best safeguard and protect your ultrasound systems.

### Ultrasound PerformanceCARE Portfolio:

- **InTouch Preventative Maintenance (PM):** Maintain performance while fulfilling compliance status
- **InTouch Co-Op:** A partnership approach with in-house clinical engineering collaboration
- **InTouch Enhance:** Base coverage with purchasable value-adds
- **InTouch Elite:** Superior support with additional transducer and service coverage
- **InTouch Full Service:** A comprehensive combination of security and flexibility for full protection



All of Canon's ultrasound service solutions include essential coverage, as well as access to our 24/7 Assist Center for phone or remote technical support to ensure your ultrasound system consistently performs at manufacturer's specifications. Parts, software updates, training and educational services (both online and on-site), transducer pooling, and consumables are either included or available at flexible rates.

This modular approach provides you with the flexibility to choose only the features you desire, so you only pay for what you truly need. Our goal is to make the process as easy as possible: Select a tier that best matches your ultrasound needs, ensuring the most cost-effective service coverage customized to your individual preferences.

# Confidence and Peace-of-Mind

## Safeguard Against Cyberattacks

When it comes to cybersecurity, Canon takes pride to ensure the most stringent standards and security safeguards are enforced. Canon ultrasound has demonstrated compliance with the rigorous NIST 800:37 Risk Management Framework (RMF), earning us Department of Defense approved Authorization to Operate (ATO), the highest security clearance for our premium ultrasound products. By adhering to the RMF and providing continuous monitoring of your deployed ultrasound systems, the risk of cyberattack vulnerability is significantly reduced.

In addition to minimizing the vulnerability of our imaging devices, Canon helps you keep your patients safe and your risk low by appreciably reducing the threat vector through McAfee Embedded Control. This Whitelist solution significantly reduces the ability of malicious actors or malware, including zero-day, to execute software or breach the imaging device, therefore lowering the threat.

## Increase Proficiency with Online Training Programs

Canon Medical considers education a long-term commitment. In support of our partnership Canon offers up-to-date clinical engineering training programs, developed by engineers for engineers. We provide access to Canon ultrasound's essential technical training courses online\*, available at your pace 24x7. Acquire first-hand experience on the latest techniques and best practices, and learn how to service equipment using real-world scenarios and situations.

## Canon at Your Service

You deserve a partner with a reliable record at maintaining your technology investments while keeping your equipment safe from cyberattacks so that you can deliver optimal care. Our PerformanceCARE philosophy provides industry leading support to do just that.



### Managing Risk With You

We provide the closest customer proximity of engineers and parts to ensure high system availability. Proactive and predictive remote monitoring via InnerVision Plus ensures preventative measures to reduce unscheduled downtime.



### Helping You Through Change

Canon Medical supports you through changes in technological shifts. Canon Medical's training supports your staff to be up to speed and delivering competently through all technological changes.



### Keeping You Cybersecure

First to achieve Authorization to Operate for medical imaging with the Air Force .  
Follows NIST 800:37 Risk Management Framework.  
Whitelist Embedded Control for threat protection of known and zero-day malware.



### Helping You Secure Compliance

Canon Medical's customer portal streamlines asset management, account visibility and case management for customers.



### Supporting Patient Comfort & Care

We focus on supporting you, so that you can concentrate on other aspects of your business.



### Award-Winning Service

Six awards from IMV for highest percentage of highly satisfied customers in the industry for system performance and service.

\*Available for select ultrasound systems

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*Made For life*