



## A Smart Start to Ongoing Success.

Protect your equipment investment and optimize performance – right from the start – with a Carestream service plan. By purchasing your plan at installation, you'll have coverage that you can count on for the future, without disruptions or gaps, and at an optimized price. Our special Smart Start offerings can be customized to your needs and your budget. They ensure preventative and proactive care of your Carestream system with fast access to expert and personal support through our Customer Success Network. With Carestream, you'll have a solid start, a clear plan, and the right partner for ongoing success.

## ADVANTAGES AT A GLANCE

- Optimized affordability and a predictable service budget for years to come
- Preventative, proactive, and seamless care for products post-warranty
- Customized to your individual requirements and based on collaborative planning
- Strong relationships with a network of experts, including local and personalized service
- Fast access to remote diagnostics and support

# CARESTREAM Smart Start



The **Carestream Customer Success Network** surrounds you with a dynamic team of exceptional experts, with a single point of contact for easy and customized access to the right people for every situation.

## Putting Our Customer Success Network to Work for You

When you partner with Carestream, you put yourself at the center of an extensive and experienced support network – one that is passionately focused on your success. You'll have easy access to a global team of exceptional experts through a single point of contact. For each situation, that contact will rally together the right team to address your needs, drawing from the industry's most complete and most talented group of technical specialists. You and your patients will benefit from the advantages and best practices only Carestream can deliver, based on thousands of customer engagements worldwide and our 100-year heritage in medical imaging innovation. It's a community of service and support, configurable to your needs, which you can depend on.

## Personalizing to Your Needs

Your healthcare enterprise faces unique challenges. So our flexible Smart Start service plans are based on a thorough understanding of your imaging infrastructure and workflow, and are aligned with your patient care goals and business objectives. They give you precisely the care you need at the lowest total cost of ownership. Plus, we adapt our services and solutions to the way you want to work – and evolve, innovate, and grow with you. We're focused on empowering your success, your way.

## Giving You More Freedom to Focus on Patient Care

Carestream technical support and professional services, including our Smart Start service plans, are designed to help you optimize patient outcomes, minimize operating costs, and create efficient imaging workflows. They help you maximize your resources while honoring your commitment to quality patient care.

## A Simple Choice

Our special Smart Start service plans provide the flexibility to fit your needs and budget:

- **Smart Care Complete:** Full-service coverage that includes standard parts, labor, regularly scheduled preventative maintenance, and on-site and remote support, with additional coverage options available such as extended hours, tube coverage, or accident protection for your detector
- **Smart Care Select:** A configurable option that starts with parts and allows you to build the exact coverage you need to fit your unique requirements

## A Complete Portfolio

Drawing on more than 100 years of collaboration with imaging customers, we offer an unmatched portfolio of professional services:

- ✓ **Smart Planning:** Project management, technology consultation, site planning, DICOM interoperability, redeployments, and equipment removals
- 👤 **Smart Staff:** Network optimization and professional development for radiology staff, biomedical engineers, and clinical engineers
- 🏠 **Smart Support:** Service agreements, field service, parts distribution, depot repair, and remote diagnostics
- 🔄 **Smart Options:** Software and hardware upgrades, accessories, cassette refurbishment, and integration services



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