

A PARTNER THAT CARES AS MUCH AS YOU DO.



We bring over 100 years of leadership in imaging innovation and healthcare IT. Our worldwide services team works along side your professionals, keeping your equipment running at peak performance. By delivering a comprehensive scope of offerings, we provide complete peace of mind over the life of your equipment, so you can focus on what's most important—your patients.

THE RIGHT CHOICE.



NO ONE KNOWS MEDICAL IMAGING LIKE WE DO.

With a global team of experts committed to doing whatever it takes to help our customers be successful, our service professionals are passionate about supporting you from day one.

- Planning
- Installation
- Training
- Maintenance
- Upgrades
- Integration

Choose the service provider that knows the equipment best and supports your particular challenges and goals.



SMART SERVICES.

As a professional imaging facility, you've made a commitment to your patients to provide quality diagnostic services. Carestream helps you keep that promise by providing hands-on knowledge and clinical imaging experience to keep your equipment working for you and your patients.

From the first handshake to the last x-ray, we work to continuously improve your imaging performance, helping you to innovate as needs change and make the most of your budget and resources.



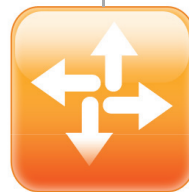
Smart Planning



Smart Staff

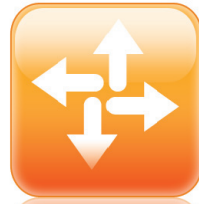


Smart Support



Smart Options

A FULL SPECTRUM OF SERVICES FOR YOU.



Smart Planning

Project Management made easy

A thorough review of your needs and documentation of activities make our project management services indispensable for facilities of all sizes. As your single point of contact, our project managers work closely with you to plan, organize, staff, and direct all project tasks. These include:

Technology Consultation

- Use our experience and expertise to help plan your radiography equipment purchases. We work with you to design and implement the systems that best meet your workflow needs

Site Planning

- Whether you are building a new imaging room or improving what you have, we provide everything from architectural schematics to electrical requirements

Professional Equipment Handling

- Our services team will install or relocate your imaging assets, as well as responsibly dispose of your older equipment

DICOM Interoperability/Integrating the Healthcare Enterprise (IHE) Services

- We will implement a radiology workflow that meets your needs with interconnectivity among all equipment. Information and images can be sent seamlessly throughout your facility



Smart Staff

Education at your fingertips

Knowledge transfer can make or break the success of your department, particularly when radiology is asked to image more patients, faster and with less resources. Whether you're training your staff on a new system or new capabilities, orienting new employees or driving improvements to staff productivity, Carestream provides high-quality training for radiology staff, biomedical engineers, clinical engineers and partners in a variety of settings and formats:

- On-Site Applications Consulting for better workflow and efficient use of time
- Online Training for self paced learning, testing and tracking
- Classroom Training at our Technology and Innovation Centers offers state-of-the-art equipment and small instructor-to-student ratios



Smart Support

Service Agreements

Rest easy with 100% OEM certified parts and distribution centers located worldwide. We have one of the largest field and remote engineering organizations in the industry, with an average of 20+ years of experience. Our service agreements enable you to be fully protected by continuing your coverage for multiple years. They can help control your costs, ensure better care for patients and of course avoid business downtime. Be assured that all of your service needs will be met quickly and efficiently.

CARESTREAM Smart Link. Technical Support Anytime. Anywhere.

Smart Link is a remote monitoring and diagnostic solution that can track the status of your digital equipment around the clock. With one easy connection, we can resolve issues quicker and see when trouble is about to occur, keeping your system running at top efficiency.

Smart Link offers remote resolution connected to our call centers located throughout the world. A call to us initiates a global resolution and escalation process to solve the problem fast. Unlike other service providers, you get immediate access to local engineers with many years of hands-on experience.

See pages 6 and 7 for details on service agreements.



Smart Options

Meeting your facility's precise needs

Enhance capabilities and improve productivity with optional products and services from Carestream.

Upgrades (Software/Hardware and Accessories)

- Improve workflow and extend functionality with the latest technology

Cassette Refurbishment

- Extend the life of your CR technology and maintain image quality with expert repairs to CR cassettes

Multi-Vendor Services

- Provides a variety of support options to OEMs who service Carestream technology if you prefer one master service relationship
- Brings the size and expertise of a large, experienced organization to any service provider

Printing Solutions and Diagnostic Image Certification

- Make the most of your imaging value chain. We offer printer sales and services as well as diagnostic image certification

DIRECTVIEW Total Quality Tool

- Provides an easy way to perform objective image tests and QC measurements on CR and DR systems

Time and Materials

- Regardless of your service needs, Carestream is always available on a time and materials basis to consult or help meet the needs of your facility

CHOOSE THE PLAN THAT'S BEST FOR YOU.

The solution you purchased is just the beginning of a long-term relationship. Together we determine your particular service needs, and then provide the best solution to keep your equipment operating at peak performance.

Whether it's 24 x 7 support or shared risk coverage, we have a plan to meet your individual requirements. We'll help you choose the appropriate amount of coverage for your facility.



Smart Support - Service Agreements

When you can't take a chance with your imaging availability, trust Carestream experts to provide the best care possible to support and maintain it.

Comprehensive Agreements

Our premium Comprehensive Service Agreements offer:

- Uninterrupted availability
- Single point of contact and ownership for quick resolution
- Remote digital diagnostics, repair and monitoring through one of our technical centers
- Factory certified field service engineers
- Carestream certified parts with global distribution, availability and expedited delivery
- Highest equipment uptime so you can maximize patient satisfaction and department performance
- Access to the best value of upgrades, accessories, training, application support and options

YOU CARE FOR THE PATIENTS – WE CARE FOR THE IMAGING SYSTEM YOU RELY ON.

Benefits	Comprehensive	Biomedical	Flexible
Remote Digital Diagnostics, Repair and Proactive Support and Monitoring†	●	●	◐
Unlimited parts and labor time with global availability	●	●	◑
Reporting to provide insights into system performance	●	●	○
Access to appropriate Carestream Health service infrastructure	●	◐	◐
Uninterrupted availability of your system and optimized workflow	●	◐	◑
Single point of contact and ownership of immediate resolution	●	◐	◑
Flexibility on coverage times to suit your budget	●	◐	◑

† Depending on your system



Biomedical Agreements

To leverage and expand the current knowledge of your clinical engineers or service team, engage with a partner who can support them whatever their requirements.

With coverage times to suit your budget and critical needs, you will be able to:

- Maintain predictable spending and limit exposure while ensuring uptime commitments
- Obtain certified parts with global distribution, availability and expedited delivery
- Have access to upgrades, accessories, training and applications support

Flexible Agreements

With Flexible Agreements, Carestream can help you limit your risk with plans that provide only the capabilities you require.

- Shared risk
- Labor only
- Limited calls

A TRUSTED GLOBAL PARTNER.

Let our knowledge and experience help provide premium imaging services for your patients.

Because imaging is the core of our business, you can feel satisfied that your assets are in the best hands possible. Our people have only one goal, to enable your imaging department success.



At Carestream, we make your satisfaction something we measure. We've created metrics to keep track of how we're doing, and continuously plan ways to make our services even better.

A SMARTER WAY FORWARD.

"Rx only"

www.carestream.com/service

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