

Partnering with you to develop flexible service support solutions for in-house engineering organizations.

- Reflects GEMS' *New Attitude* toward in-house organizations
- Flexible, customizable solutions for your GE and multi-vendor devices
- Enhance in-house team capabilities



- Augment in-house programs where there are gaps
- Improve team and asset productivity

For more information, visit us at Healthcare Services at: www.gemedical.com or call 1-800-643-6439



GE Medical Systems
Healthcare Services

In-House Choice

In-house engineering organizations require service support that enhances their capabilities, while being flexible enough to address their specific needs. But too often, OEM service solutions lack flexibility, hampering an in-house team's ability to effectively manage costs while increasing productivity and improving performance.

Our In-House Choice™ service support program was developed with these requirements in mind. GE Medical Systems will partner with your in-house service organization to design comprehensive, yet flexible service solutions that augment – not replace – your existing in-house program.

In-House Choice service solutions are FLEXIBLE... allowing you to choose from a rich selection of features and services. We'll provide you with a menu of choices, so you can tailor the base program to best fit the unique needs of your assets and in-house team. Working together, we can help you design a program that balances risk, coverage, and budget requirements, while expanding your team's capabilities and productivity.

- Maintain a single point of service support for GE and multi-vendor DI systems.
- Receive 15% discount off list price on all parts applied toward annual Parts Pool – or upgrade to Full Parts Coverage option for risk-free coverage on all replacement parts, excluding tubes, probes, magnets, and cryogenes.
- Manage labor costs more effectively by purchasing blocks of GE onsite labor support, which can be used anytime for back-up, PM, and illness/vacation support.
- Maximize equipment uptime and service team productivity with Advanced Diagnostic Software.
- Minimize cost of downtime using InSite Remote Diagnosis and Fix, which reduces the time typically required for onsite fixes from 4-5 hours to 30 minutes or less.
- Receive remote, on-demand technologist support – right at the point of care – through iLinq.
- Select from a portfolio of training opportunities and accredited educational offerings, which provide comprehensive, flexible training solutions.
- Use Six Sigma tools and methods to drive process improvements and increase throughput.
- Manage equipment more efficiently through Asset Plus management and productivity tools.
- Select additional Premium Coverage Options to cover tubes, probes, magnets, and cryogenes.

In-House Choice

	OPTIONS	FEATURES	AVAILABILITY
In-House Choice Base Offering	Parts Pool + (Class C or MV ePST)	<ul style="list-style-type: none"> Includes contract level annual allowance for parts. Parts applied toward pool at 15% discount off list price. Full Parts Coverage Option also available Includes Class C or MV ePST 	<ul style="list-style-type: none"> Excludes premium part coverage (tubes, probes, magnet/cryogens) GEDI and GE mV
Buy-Down from Base if Parts not required	Class C Only	<ul style="list-style-type: none"> Advanced Service service software for diagnostics Requires license 	GE DI only
	GE mV ePerformance Support Tools (ePSTs)	<ul style="list-style-type: none"> CD-based, functional documentation support tool. Requires license 	Available for select GE mV systems only
Onsite Labor Support	Block of Labor Hours <ul style="list-style-type: none"> 10 hour blocks 50 hour blocks 100 hour blocks 	<ul style="list-style-type: none"> Standard and non-standard hours with 1.5 hour liquidation rate applied to block for non-standard hours used. 	<ul style="list-style-type: none"> 24 x 7 In-House Choice contract IB GE DI and GE mV
Remote Services	InSite Online Support	<ul style="list-style-type: none"> Online expert phone support InSite Remote diagnostics and fix via Broadband on capable systems 	<ul style="list-style-type: none"> 24 x 7 GE and GE mV systems where available.
	ILinq On Demand Support	<ul style="list-style-type: none"> Technologist level support on compatible products 	Applicable GE DI systems
Web Products	Imaging Performance Manager	<ul style="list-style-type: none"> Equipment Utilization Data available on compatible products 	Applicable GE DI systems
	Equipment Manager	<ul style="list-style-type: none"> Equipment status and service delivery information via the Web. 	Included with In-House Choice.
Parts Support	Full Replacement Parts Coverage (Upgrade option from base)	<ul style="list-style-type: none"> No risk protection on all replacement parts excluding tubes, probes and magnet/cryogens 	<ul style="list-style-type: none"> Standard parts only GEDI and GE mV
Education & Training	FE Training Discount	<ul style="list-style-type: none"> Up to 5 weeks-15% 6 to 10 weeks-20% 11 to 20 weeks-25% 21+ weeks-30% 	<ul style="list-style-type: none"> See course listing for details. GE DI and GE mV systems
	Education Packages	<ul style="list-style-type: none"> Gold Silver Bronze Comprehensive Package 	Per current offering
Performance Solutions	Six Sigma Productivity	<ul style="list-style-type: none"> Productivity Performance Improvement 	Per current offering
Premium Coverage Options	Magnet and Cryogens	<ul style="list-style-type: none"> MR Coverage option 	GE DI and GE mV
	Tubes	<ul style="list-style-type: none"> XR and CT Coverage Option 	GE DI and GE mV
	Glasspro	<ul style="list-style-type: none"> XR and CT Tube Coverage Option 	GE DI and GE mV
	Probes	<ul style="list-style-type: none"> US Coverage option 	GE DI and GE mV
Asset Management	AssetPlus	<ul style="list-style-type: none"> Maintenance Management and Productivity Software 	Facility Wide Program



GE Medical Systems Healthcare Services

General Electric Company reserves the right to make changes in specifications and features shown herein, or discontinue the product described at any time without notice or obligation. Contact your GE Representative for the most current information.

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03-xxxx 1-03 Printed in USA

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