



Siemens Guardian Program for Computed Tomography

System availability and high patient throughput are key factors for Computed Tomography (CT) systems. Your CT scanner has to operate around the clock to ensure a smooth workflow of all departments in your institution. Especially the tube is the most vulnerable part of a scanner and if it fails, the entire system will break down. A system failure, however, would result not only in patient rescheduling, but would also mean a severe disruption of the workflow of your entire institution. What's more, you have to rely on your system's performance especially in emergency imaging, which can range from acute chest pain and complex polytrauma to stroke assessment. Because in emergency situations, every second counts to save a patient's life.

How Guardian Program™ works

By proactively monitoring your systems' performance on an ongoing real-time basis, we can provide the highest possible level of system availability. Thus, deviations can be detected and corrected before a malfunction occurs. If system parameters exceed or undershoot defined critical levels, your system will proactively send a message to the Siemens Service Center. And as an additional service offering, TubeGuard can predict in the majority of all cases when a CT tube within our SOMATOM Definition family will fail.

A predefined high-speed support and repair process is then set into motion with clearly defined reaction and repair times as well as improved spare parts availability. In addition, personal expert advice* will guide you through the first critical phase and help reestablish your system's availability fast. And did you know that our Guardian guaranteed* repair time is a unique service in the market?

Enabled by Siemens Remote Service

All our remote services for medical equipment are enabled by our secure infrastructure Siemens Remote Service (SRS). Thus, services that formerly required on-site visits are now available even more comfortable and faster via data transfer.

Guardian Program for Computed Tomography

Ensure your system workflow

www.siemens.com/healthcare



* Expert advice and guaranteed repair time are subject to the terms and conditions of the service agreement.

Because every patient counts

A 54-year-old patient is hospitalized with chest pain and needs a cardiac CT examination right away. To give the patient a chance to survive, the SOMATOM Definition scanner has to be available immediately. To prevent unplanned system downtime, the Guardian Program monitors the scanner on an ongoing real-time basis. By avoiding unexpected downtimes, you can save money – and, most importantly, save lives.

A Guardian Program case study

Each hour your scanner is down, you lose money:

25 patients / day	*	300 € / patient	=	7,500 € lost revenue per day
----------------------	---	--------------------	---	------------------------------------

“Due to this call, we knew that our CT would work only for another two days approximately. Before, the CSE arrived and had to first of all look for the source of the fault. Then he ordered the replacement part and had to come back again. That would have led to a system failure of one and a half days, but now thanks to Guardian, the CT scanner was available again after four hours of repair time.”

Andrea Ganter
 Technical Assistant, Diagnostic and
 Interventional Radiology
 University Hospital Tübingen, Germany

Benefits at a glance

- **Increased confidence** – by avoiding unexpected downtimes during emergency examinations such as cardiac CT or acute care
- **Higher patient throughput and prevention of rescheduling** – by increased availability of your CT system
- **Secure feeling** – by expert advice* in case of critical event and guaranteed* repair time of your system

* Expert advice and guaranteed repair time are subject to the terms and conditions of the service agreement.

Service availability

Our Guardian Program is available for all our *syngo*-based CT systems. Simply connect your system to SRS via VPN (Virtual Private Network) broadband to make full use of our service offering.

Service \ System Family	SOMATOM® Definition	SOMATOM Sensation	SOMATOM Emotion	SOMATOM Spirit
Siemens Guardian Program	✓ including TubeGuard	✓	✓	✓

Global Siemens Headquarters

Siemens AG
 Wittelsbacherplatz 2
 80333 Muenchen
 Germany

Global Siemens Healthcare Headquarters

Siemens AG
 Healthcare Sector
 Henkestr. 127
 91052 Erlangen
 Germany
 Phone: +49 9131 84-0
www.siemens.com/healthcare

Legal Manufacturer

Siemens AG
 Wittelsbacherplatz 2
 DE-80333 Muenchen
 Germany

www.siemens.com/healthcare