



Maximize Your Investment with The Guardian Program™ for MR

Real-time Monitoring Keeps MR Systems on the Job

Every time a MR is down for service issues, healthcare facilities lose valuable time. Time that translates into lost productivity and revenue. More important, downtime could make the critical difference between a positive patient outcome and a bad one. Don't just react to equipment problems. Get proactive with the Guardian Program.™

Why Choose Guardian?

- Maximize uptime, patient throughput, revenue and ROI
- Improve workflow of clinical and technical staff
- Decrease exposure to financial risk and compliance liability
- Enhance facility reputation with physicians and patients

Enhanced Productivity Services

Technical Information: The Guardian Program™ for MR

www.usa.siemens.com/proactive





Predict and Prevent — the Proactive Way

Like a high-tech babysitter, the Guardian Program™ remotely monitors MR systems in real time. So your potential equipment or software problems are corrected *before they happen* — before they impact patient care or cause hours or days of costly downtime. No one else in the industry gives you this high level of system security and availability.

Real-time monitoring. Using a secure remote connection and the most advanced software technology, a team of Siemens Guardian engineers monitors your MR system, anticipating any possible malfunction. Result: the highest level of system availability.

Proactive response. Should your MR malfunction, we will fix the problem remotely or send a Siemens-certified engineer to make the repair on site. Either way, an escalation process is implemented immediately, including a customized plan and the necessary parts.

Continuous effort guarantee. Count on Siemens to work on any equipment problem until it is completely resolved. Backed by the entire Guardian team and the Siemens UPTIME Center, the on-site engineer focuses on your issue until you're back in business.

Best-time care. If a pattern of error codes emerges, Guardian knows that a malfunction could be imminent. With this early warning, you can schedule service during off-hours when it won't interrupt workflow and patient throughput.

For Maximum Uptime, Solve Problems Before They Happen

Guardian combines advanced remote technology with trained experts dedicated to protecting your MR systems — and your bottom line. Here's how it works:

Siemens Guardian engineers directly monitor your system for a range of potential malfunctions. Using advanced monitoring software that interfaces with remote access software in your equipment, they monitor your equipment second by second, watching for most potential system malfunctions even before they arise. So the team can take action the moment a problem is detected, notifying you within 5 minutes and providing an expert decision within 15 minutes.

The team resolves the issue remotely or immediately dispatches a Siemens Customer Service Engineer (CSE) to resolve the problem. For on-site repairs, the CSE arrives prepared with a solution and the necessary parts for the repair. That means a high first-time fix rate.

Keep Your Siemens System Up and Running

As the only real-time remote monitoring program for imaging systems, Guardian is just another reason to choose Siemens. The Guardian Program™ is available for most Siemens MR systems.

- MAGNETOM Allegra (*syngo* MR 2004A and higher)
- MAGNETOM Concerto (*syngo* MR 2004A and higher)
- MAGNETOM Sonata (*syngo* MR 2004A and higher)
- MAGNETOM Symphony (*syngo* MR 2004A and higher)
- MAGNETOM Trio (*syngo* MR 2004A and higher)
- MAGNETOM Avanto (*syngo* MR 2004V and higher)
- MAGNETOM C! (*syngo* MR 2004V and higher)
- MAGNETOM Espree (*syngo* MR 2004V and higher)

360-Degree Monitoring for the Total Picture

Maintaining uptime on today's imaging systems requires vigilant attention. Guardian continuously monitors the most critical aspects of your MR systems.

- Drops from power supplies monitored based on requested functionality, operational parameters and actual output.
- Function of image acquisition, storage and transfer from host computer and software, imaging reconstruction system, MPCU, gradients and radio frequency power amplifier: Acquisition and processing of data system-wide, receipt and management of data and communication requests system-wide.
- Mechanical function: Motor drives and braking functions of table, joysticks and position sensors.
- Internal environmental conditions including elements that impact system cooling, RF amplifier cooling, gradient cooling, gradient coil cooling, magnet cold head cooling and internal temperatures of power and system cabinets.
- Chiller flow rate, water temperature and pressure.

To optimize system functionality, we recommend quality checks of viewing equipment, PACs systems and other peripherals.

Choose the Guardian Level that's Right for You

The Guardian Program™ is available at two levels. The level depends on the criticality of your equipment and the support you need. No matter which you choose, you can rely on Guardian for real-time system monitoring, expert advice and a guarantee to repair. In addition, Guardian Premium offers uplifted features such as a higher performance guarantee, extended coverage period, and off-hour maintenance scheduling. We'll help you determine if Guardian Premium makes sense for your facility's needs.

Program Feature	Premium	Select
Real-time proactive monitoring	x	x
Expert action plan within 15-minutes ¹	x	x
Continuous repair effort (full-service contract)	x	x
Guaranteed on-site response time ²	x	x
Uplifted Performance Guarantee ³	x	
Principal Coverage Period extended to 14 hours	x	
Off-hour planned maintenance and updates	x	

¹five minute callback guarantee; ²uplifted where applicable; ³Gold – 98%, Platinum – 99%



With the power of SRS and Guardian, you can go beyond simply being satisfied with the status quo. Now you're in a position to fully realize your system potential.

The Power Behind Guardian: Siemens Remote Service

Guardian is powered by the innovative Siemens Remote Service (SRS). SRS is the efficient and comprehensive infrastructure for connecting the complete spectrum of remote services for imaging equipment. Using a secure digital broadband connection, SRS combines high-tech medical engineering with state-of-the-art information technology. Now equipment services that once required on-site visits can be handled in a fraction of the time via data transfer. It's the same core technology Siemens uses to continually upgrade your equipment software and provide information on demand to your equipment technologists.

SRS uses sophisticated authentication procedures and encryption technologies that provide optimal patient data security. Siemens will help you configure the parameters needed to establish a connection and provide you with the necessary firewalls and end points. SRS is the future of predictive and preventative service.

With the power of SRS and Guardian, you can go beyond simply being satisfied with the status quo. Now you're in a position to fully realize your system potential.

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