Carestream

Welcome to Smart Services

Proactive. Professional. Passionate.

Committed to keeping your equipment running at peak performance.

SERVICE MADE SIMPLE.

A Smart Start to Ongoing Success.

With a Carestream Service Plan, you can protect your equipment investment, maximize system uptime and optimize performance. You'll gain the confidence that comes with coverage you can count on for the future, without disruptions or gaps, and at a remarkably affordable price. Our plans ensure preventive and proactive care of your Carestream system – with fast access to expert, personal support through our Customer Success Network. Plus, plans can be customized to your needs and your budget.

With Carestream, you can count on service that ensures your productivity and your peace of mind.

Advantages at a Glance

- Optimized affordability and predictable service costs for years to come.
- Preventive, 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.
- 24/7 connectivity to remote diagnostics and support.

Your Customer Success Network.

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.

A Full Spectrum of Services For You.

Smart Planning

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

- We're ready to help you analyze and plan your radiology equipment purchases. We work with you to design and implement the systems that best meet your workflow needs – at the most cost-effective price-point.

Site Planning

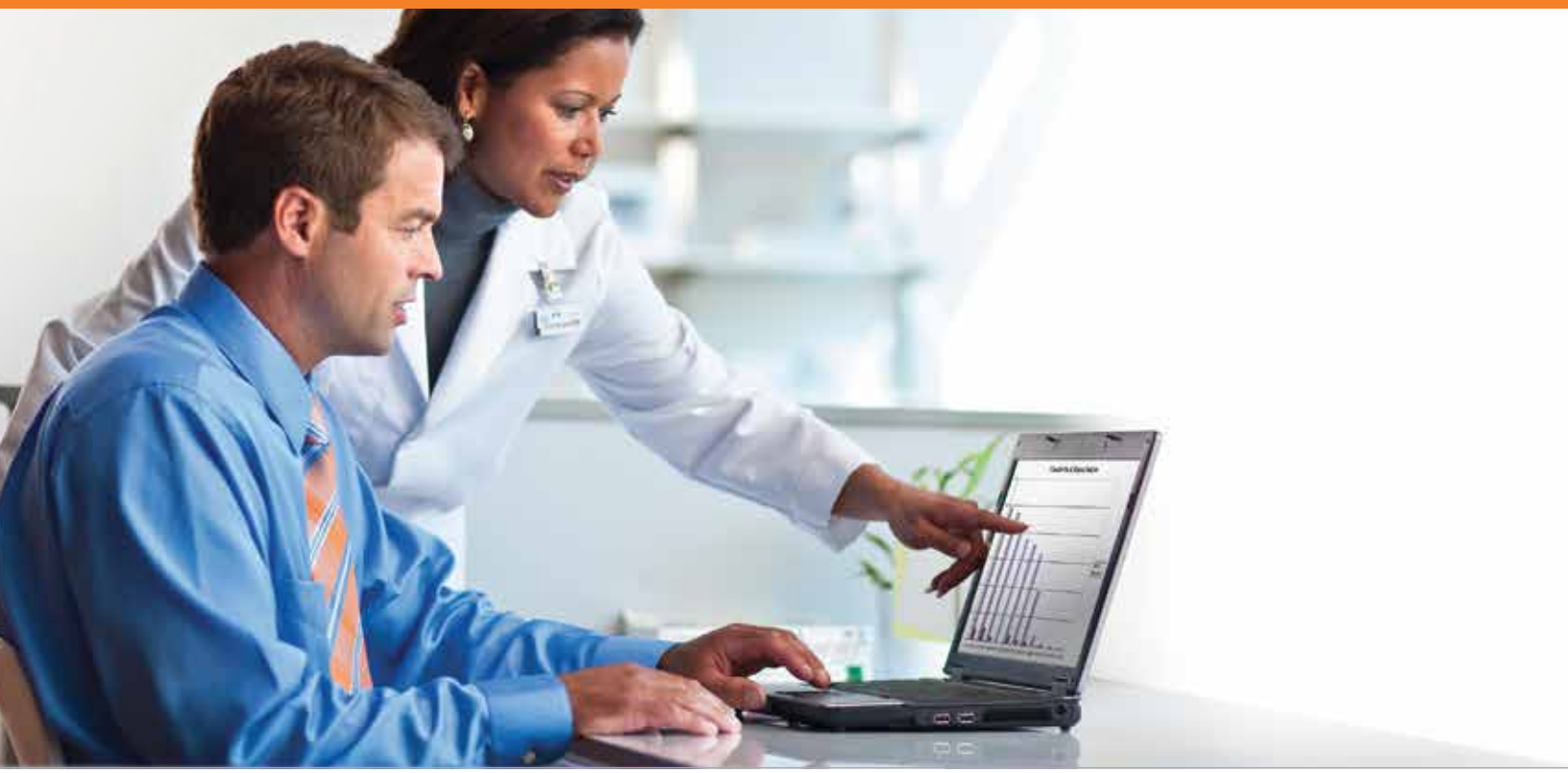
- Building a new imaging room? Upgrading existing facilities? We'll provide everything from architectural schematics to electrical requirements.

Professional Equipment Handling

- Whether you need installation of new equipment or relocation of your imaging systems or lawful disposal of your older equipment, we'll handle it all.

DICOM Interoperability/Integrating the Healthcare Enterprise (IHE) Services

- You need a radiology workflow providing interconnectivity among all your systems. We can make that happen – so information and images can be seamlessly shared throughout your facility.



Smart Staff

First-rate education can ensure the success of your department's operation – especially today, when radiology is asked to image more patients, faster and with fewer resources. So whether you're training your staff on a new system, orienting new employees or driving improvements to staff productivity, Carestream provides high-quality training for radiology biomedical engineers, clinical engineers and partners – all in a variety of settings and formats:

- On-Site Applications Consulting helps optimize workflow and more efficient use of time.
- Online Training delivers highly affordable, self-paced learning, testing and tracking.
- Classroom Training at our Technology and Innovation Centers features state-of-the-art equipment and a small instructor-to-student ratio.

Smart Support

Service Agreements
Take advantage of a Carestream Service Agreement, and rest easy with 100% OEM-certified parts and distribution centers located worldwide.

- We have one of the most extensive field and remote engineering organizations in the industry, with experience averaging 20+ years per individual.
- Our service agreements enable you to be fully protected by continuing your coverage for multiple years.
- Agreements help control your costs, ensure better care for patients and avoid department downtime.

CARESTREAM Smart Link
Get exceptional 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 secure 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. One call to us initiates a global resolution and escalation process to solve the problem fast.
- Unlike other service providers, we deliver immediate access to local engineers with many years of hands-on experience.

Smart Options

You can greatly enhance your capabilities and improve productivity with optional products and services from Carestream.

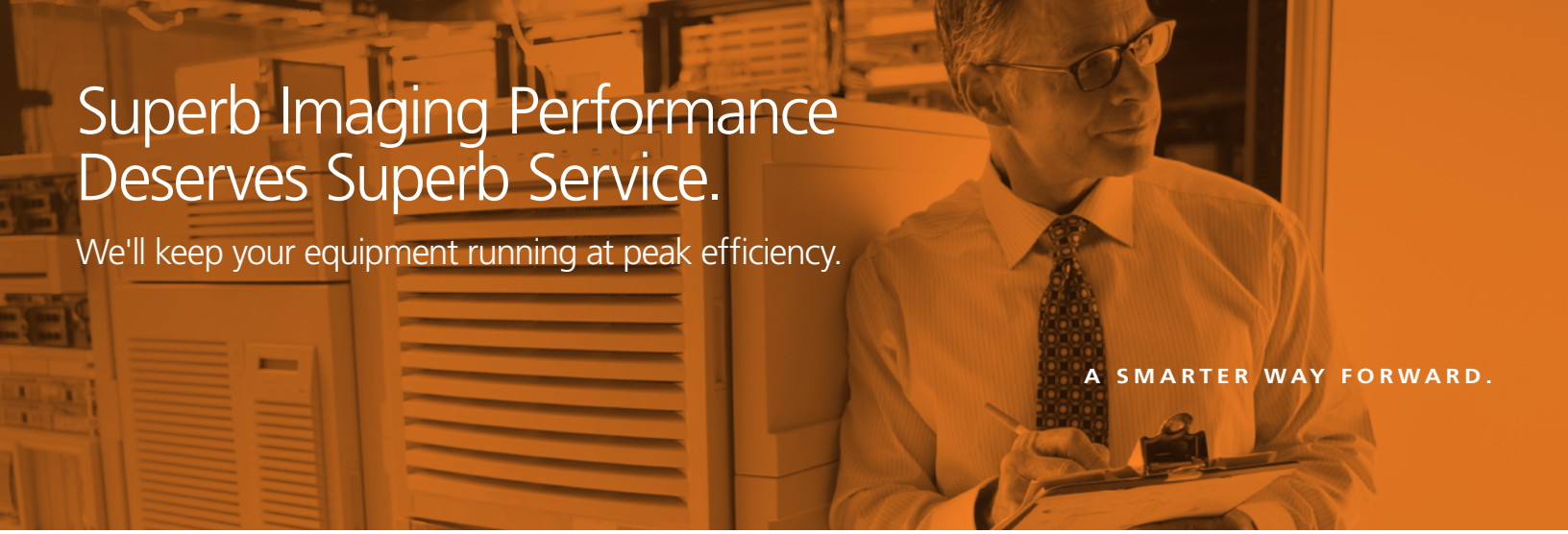
Upgrades (Software/Hardware and Accessories)
- Improve workflow and extend functionality with the latest technology.

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

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.

Total Quality Tool
- This 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.



Superb Imaging Performance Deserves Superb Service.

We'll keep your equipment running at peak efficiency.

Take a Closer Look at Our Service Agreements.

Choose the Plan the Fits You Best.
We'll work closely with you to define your specific service needs, and then provide the best solution to keep your equipment operating at peak performance. Whether it's 24/7 support or shared-risk coverage, we have a plan to meet your individual requirements and will help you choose the appropriate amount of coverage for your facility.

Benefits	Comprehensive Plans	Parts & Phone Plans for Biomedical Engineers
Remote Digital Diagnostics	●	●
Remote Repair and Monitoring	●	●
Repair and Preventive Maintenance Parts	●	●
Onsite Repair Labor	●	
Escalation to Carestream Experts	●	●
Single Point-of-Contact Resolution	●	●
Flexible Coverage Times	●	
Optional Coverage Options	●	●

Note: Flexible Agreements are also offered to help you limit your risk with plans that provide a combination of the benefits above.

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 departmental performance.
- Access to the best values in upgrades, accessories, training, application support and options.

Biomedical Agreements

To leverage and expand the current knowledge of your clinical engineers or service team, engage with a partner who can support your people, 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

Carestream's Flexible Agreements can help you stretch your budget, with plans that provide only the capabilities you require.

- Shared risk
- Labor only
- Limited calls

carestream.com

"Rx only"

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