

Siemens Healthcare Customer Services – Prime Hardware Support

With syngo.via Hardware Support, you can have the support you need.

Dear syngo.via customer,

With this information we would like to point out the benefits of the close cooperation between Siemens Healthcare and Hewlett-Packard (HP). Siemens and HP jointly developed the "Prime Hardware Support," which is by default bundled together with your *syngo*.via system to help to keep your daily clinical work uninterrupted and fast.

Prime Hardware Support is a unique feature available exclusively for Siemens Healthcare customers, in which the standard hardware manufacturers warranty is enriched by customized on-site and remote support features.

Your benefits:

1. No need to exchange damaged hardware by yourself:

For issues that cannot be resolved remotely, an authorized HP Services representative will be sent on-site, repairing or replacing components or entire units and return your system to operational condition.

2. Protection of sensitive data:

The feature "defective media retention" protects sensitive data by keeping the defective disk within your hospital campus.

3. Tailored firmware and driver updates to keep your hardware system up-to-date:

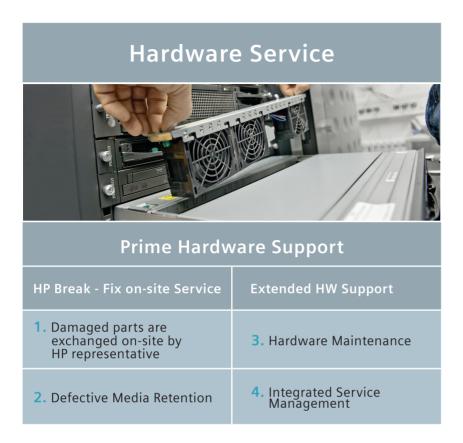
Hardware maintenance includes the provision of latest BIOS-, firmware and driver update packages to keep the hardware system up-to-date. Required patches and updates are provided remotely to be installed conveniently during the next application maintenance or service window by the responsible IT system administrator.

Efficient Software and Hardware incident/ problem management:

To ensure the performance of the tightly integrated clinical applications and HP Hardware system in your clinical environment, Siemens and HP have named a team of experts as a defined task force for this combined solution.

syngo.via can be used as a standalone device or togehther with a variety of syngo.via-based software options, which are medical devices in their own rights.

You need support - we have the answer.



Our customers look for protection of their IT investment.

They can count on us.

IT Services

Ensure faster results, continuous innovation, and availability through comprehensive and professional IT services that optimize clinical and business processes.

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