

The Siemens logo is displayed in a teal, sans-serif font. It is positioned in the upper left corner of the page, overlaid on a background image of a man in profile looking at a computer monitor in a server room. The monitor shows a blue-toned interface with some data or code. The overall image has a professional, technical feel with a muted color palette.

IT  
Services

# *syngo.via* Hardware Service

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.

**4. 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 together with a variety of *syngo.via*-based software options, which are medical devices in their own rights.

You need support - we have the answer.

## Hardware Service



## Prime Hardware Support

HP Break - Fix on-site Service	Extended HW Support
1. Damaged parts are exchanged on-site by HP representative	3. Hardware Maintenance
2. Defective Media Retention	4. Integrated Service Management

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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