

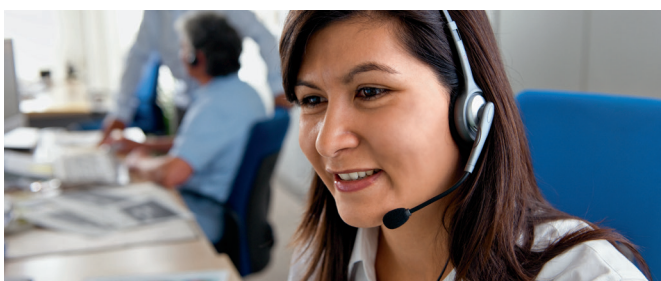
The Siemens logo is displayed in a teal, sans-serif font within a white rectangular box. The background of the top section of the advertisement features a photograph of two medical professionals, a man and a woman, in a clinical setting. They are looking at a large monitor that displays several axial CT scan images of a human torso. The man is pointing at one of the images. The woman is standing behind him, also looking at the screen. The background shows medical charts and anatomical diagrams on the wall.

SIEMENS

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syngo Solutions

Have more confidence in your clinical diagnoses and increase patient throughput at the same time.



A Technological Necessity

As medical imaging equipment becomes more technologically advanced, having state-of-the-art IT software is an essential component of reducing diagnosis time as well as elevating patient care and quality outcomes.

***syngo*® Solutions**

This is why, at Siemens, we offer *syngo* software products with our IT Care Plan Extended Service Agreement.

Our *syngo* solutions can help enable your facility to reach the full potential of your modality imaging equipment. With *syngo*, you have significant support in your efforts to improve diagnostic accuracy, patient throughput, quality outcomes and return on investment.

syngo.via

syngo.via's advanced software features and capabilities are among the best. Our certified system service engineers and application specialists can help you ensure your systems are optimized and your staff is enabled to:

Work Efficiently

- Accelerate radiological workflows to save valuable time
- Access and read cases quickly
- Configure features such as automated updates and pre-fetching of prior examinations

Customize with Ease

- Minimize time consuming manual post-processing steps with properly managed user roles and protocol configurations
- Customize applications and display layouts

Work Intelligently

- Optimize your reading workflow as your pre-processed images, Case Navigator and Findings Navigator tools are 'tuned' to deliver powerful quantitative reading functionality

In addition to *syngo.via*, *syngo* offers a full suite of software packages—including *syngo* Dynamics (CVIS/CPACS), *syngo.plaza* (PACS), *syngo* Workflow (RIS) and more—all of which are designed to help your institution achieve your imaging and financial goals.

To learn more about *syngo* software solutions, contact your local Siemens Services Sales Representative today.

Answers for life.

Summary of Siemens' syngo Software Support Program

Software Support Program includes:

- Remote Technical and application support from Siemens' Customer Care Center
- Applicable software updates & hotfixes for syngo applications covered
- Version upgrade for eligible syngo applications
- Principal Coverage Period (PCP) for routine service
- 24/7 support for "Urgent" issues
- Issue acknowledgement response time: 60 minutes
- Access to customer support Internet-based tools (e.g. LifeNet, Customer World, Knowledge Base, Siemens Healthcare User Forum)

Hardware Call Management Support

- Siemens' Customer Care Center will triage issues on OEM hardware purchased from Siemens and coordinate with hardware vendors on issues pertaining to hardware failure

Exclusions:

- Hardware and third party software upgrades: customer is responsible for upgrading hardware and third party software to meet Siemens' current minimal hardware and software operating specifications
- Software features or functionality not currently licensed by customer
- Professional Services required for version upgrades
- Remote service required to perform actions that System Administrator would normally perform with syngo or third party software (e.g. documents and report formatting, Microsoft hotfixes, antivirus definition maintenance, etc.)
- Hardware and third party software repair and maintenance

Customer Requirements:

- Provide a System Administrator
- Provide a VPN broadband connection for Siemens Remote Services ("SRS") to deliver support throughout the term of the contracted period
- Implement Updates within sixty calendar days, Releases within six months and Versions within eighteen months after the item's General Availability Date unless Siemens announces or agrees to extensions to these implementation time frames

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Severity Level / Remote Response Time Table

SECURITY LEVEL	DEFINITION	ISSUE ACKNOWLEDGMENT	BEGIN WORK	STANDARD PRINCIPAL COVERAGE PERIOD (PCP)
1 ("URGENT")	Product is not available and no workarounds are available. Siemens places top priority on the technical issue and all necessary resources are immediately assigned to the issue.	Within 60 minutes once issue is logged by customer	Within 60 minutes once issue is logged by customer	24/7 for technical support
2	Product functionality is not working according to product specifications and significant business processes are not being met, but a workaround is available. Work is generally performed during normal business hours.	Within 60 minutes once issue is logged by customer	Once call is logged, work is initiated within 4 hours during the PCP. If call is placed outside of PCP hours, work will begin the next business day	8am-5pm (PCP)* Monday-Friday (excl. holidays)
3	Minor product functionality is not working according to product specifications; minor business processes cannot be met partially or in full; or product enhancement request(s) by the customer is made. Work is generally performed during normal business hours.	Within 12 hours once issue is logged by customer	Once call is logged, work is initiated within 8 hours during the PCP. If call is placed outside of PCP hours, work will begin the next business day	8am-5pm (PCP)* Monday-Friday (excl. holidays)

*Note: Principal Coverage Period is based on customer time zone.