



GE Healthcare



One Services

Quarterly Review Report



gehealthcare.com



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Customer Name: Bac Lieu General Hospital

Country of Operation: Vietnam

Quarter in Review: ----

Technical Contact:

Name : **Chin Vui Heung**
Title : Area Service Manager
Email : vuiheung.chin@ge.com
Contact info : +6012 339 7189

Name : **Hong Chong Chet**
Title : Country Service Manager
Email : chongchet.hong@ge.com
Contact info : +6012 339 7189

Commercial Contact:

Name : **William Wo**
Title : Account Manager
Email : xxx@ge.com
Contact info : +6012 339 7189

Name : **Kevin Chiow**
Title : Commercial Leader
Email : xxx@ge.com
Contact info : +6012 339 7189

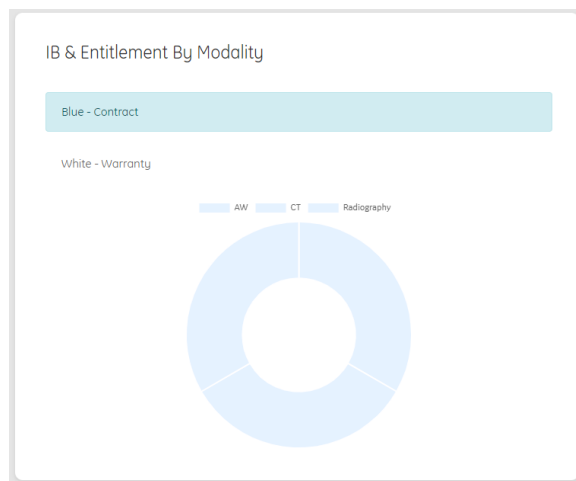
The following report is a summary of services provided by GE Healthcare and contains a holistic view of the **services delivered** aka jobs performed – both scheduled & unscheduled; **IB coverage & uptime** information; upcoming **contractual renewals** as well as our **experts' recommendations** on relevant system health drivers including but not restricted to environmental conditions like PGTH, system connectivity etc.



Your GE Install Base

This section provides an overview of all your GE Assets by modality & facility (if applicable). It also gives you a high level as well as detail view of your IB's coverage entitlement as well as current connectivity status.

IB & Entitlement by Modality

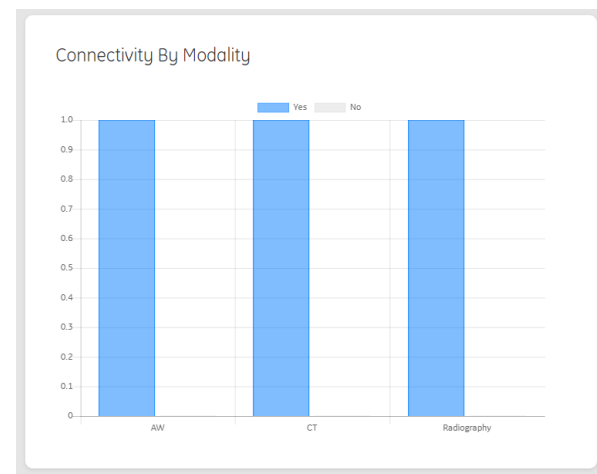


AW - 1

CT - 1

Radiography -1

Connectivity by Modality



GE Recommendation

A comprehensive contract package including the 2-ultrasound machine which are not yet under any coverage.

*Considering that the CT & Vascular systems are connected; we strongly encourage CVSKL to **connect all their other imaging & U/S equipment**. We are happy to assist you in this process.*



Service Delivery – Corrective Jobs

Initial asset availability

of Jobs

Initial asset availability # of Jobs

AW:

CT:

Radiography:

Legend

Time to Repair

3

Hours on Average
(Hard Down Jobs)

Uptime

100%

Average Uptime across
entitled systems

Remote Fix Rate

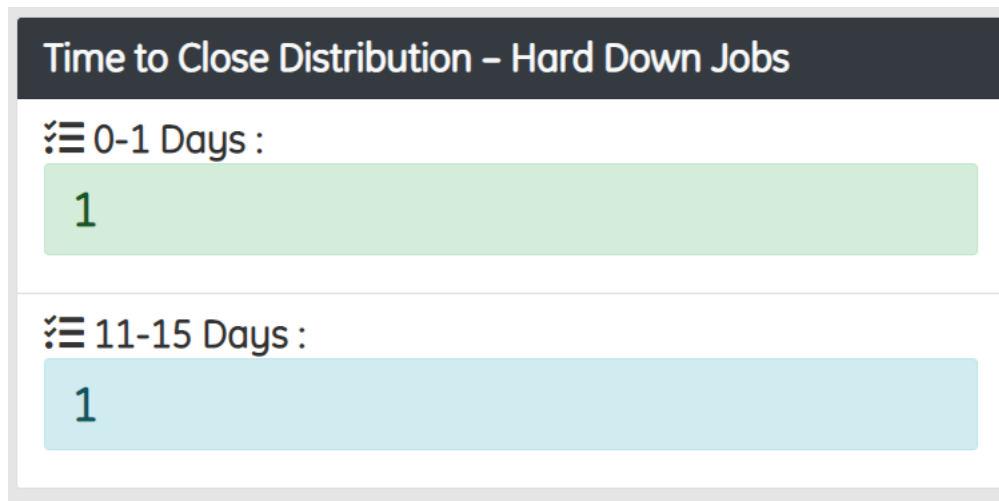
100%

Parts Changed

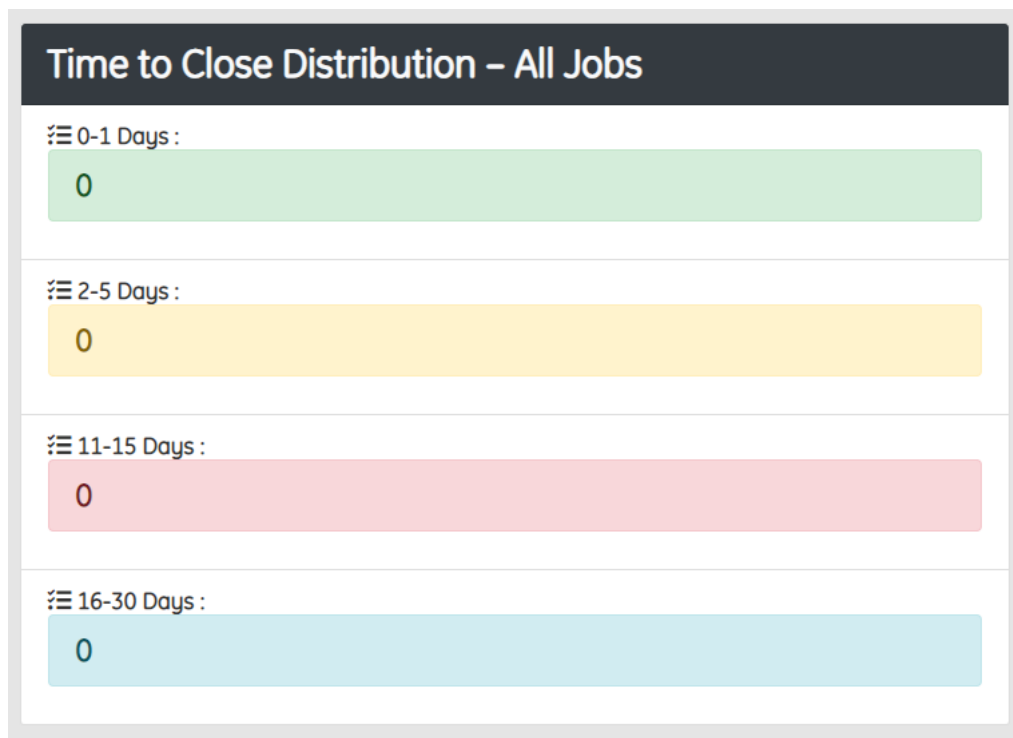
0



Time to Close Distribution - Hard Down Jobs



Time to Close Distribution - All Jobs





Equipment Level Coverage & Uptimes

Equipment ID	Description	Modality	Coverage	Warranty Expiration	Coverage Start	Coverage End	Current Year Contract Uptime (%)
GIB_S_VN_5973AW0138CT1	AW Z800 HW 4.7 SW UPG	AW	WARRANTY	9/4/2019			100
GIB_S_VN_5973CT0138	REVOLUTION EVO 3.6B LONG HINO	CT	WARRANTY	9/4/2019			100
GIB_S_VN_5973XR0142	BRIVO_XR115	RADIOGRAPHY	WARRANTY	9/4/2019			100



Vascular Technical Assessment

Our technical team recently conducted a comprehensive health check on all the vascular systems.

Here is a summary of the findings and recommendations. Detailed reports are attached in the appendix.

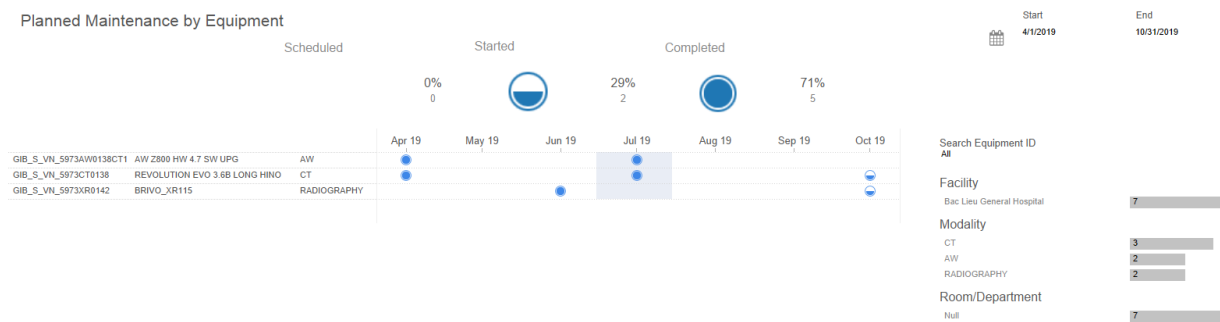
System	Findings	Actions	Recommendations
UNDER DEVELOPMENT			
UNDER DEVELOPMENT			
UNDER DEVELOPMENT			



Service Delivery – Planned Jobs

Planned Maintenance (Completed & Upcoming)

Planned Maintenance by Equipment



All due PMs for the quarter have been completed. Schedule for upcoming PMs is tentative. Our customer support center will reach out to you to plan the jobs at your convenience.

FMI's

All field modifications have been completed on time.



GE Recommendation

Following the detailed Health Check, GE will be placing an onsite FE at CVSKL to ensure regular monitoring & timely support for any new issues. Post office hours, we recommend that CVSKL contact the GE Customer Support Center to ensure timely action for any issues.



Other Information

Upcoming Warranty Expiry

(Next 3 months)

0

Upcoming Contract Renewals

(Next 3 Months)

0

*Ultrasound Vivid T8 & Vivid E9

Closing Comments

In case of any concerns or feedback, please contact our technical or commercial leads who would be happy to assist you. s

GE values your partnership & we hope to exceed your expectations at every opportunity.

Sincerely

GE Healthcare Services Team



Appendices

Detailed Health Check Reports



Inspector power
report.pdf



Cathlab_OnWatchReport_1553XR0095_August_2018.pdf



MR health check report.pdf



Power report_ASIA HEALTH PARTNERS_834210036_27_Aug'18.pdf



Power report_Infographic_ASIA HEALTH PARTNERS_17Sep2018 - ISOLATION TRANSFORMATION.pdf



Uptime Report - MRI Diagnostics Pte Ltd .msg

Details of SRs



SR Details Q3.pdf



Commentary

(LOADING)