



GE Healthcare



# One Services

## Quarterly Review Report



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# Table of Contents

<b>Table of Contents</b>	<b>1</b>
<b>Your GE Install Base</b>	<b>2</b>
<b>Service Delivery – Corrective Jobs</b>	<b>2</b>
<b>Vascular Technical Assessment</b>	<b>3</b>
<b>Service Delivery – Planned Jobs</b>	<b>3</b>
<b>Other Information</b>	<b>4</b>
<b>Closing Comments</b>	<b>4</b>
<b>Appendices</b>	<b>5</b>



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**Country of Operation:** Malaysia

**Quarter in Review:** ----

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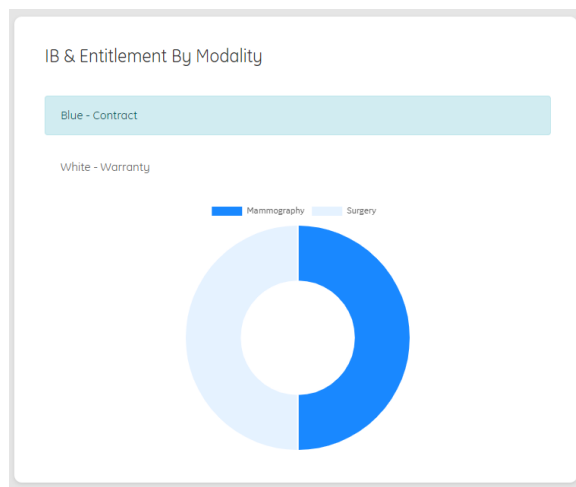
The following report is a summary of services provided by GE Healthcare and contains a holistic view of the **services delivered** aka jobs performed – both scheduled & unscheduled; **IB coverage & uptime** information; upcoming **contractual renewals** as well as our **experts' recommendations** on 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.

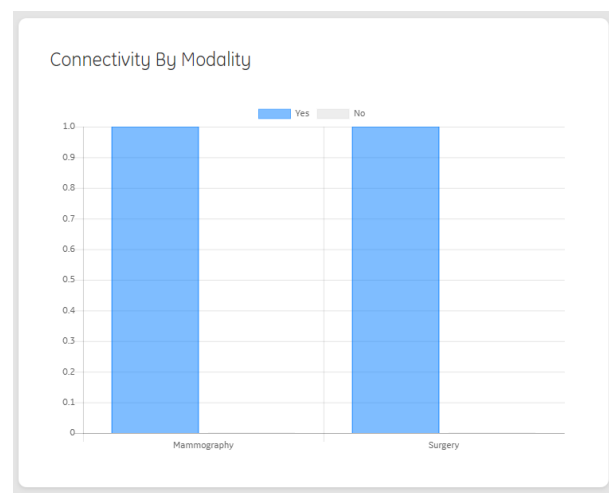
## IB & Entitlement by Modality



**Mammography - 1**

**Surgery - 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

Mammography:

5

Legend

Up

Partial

Down

## Time to Repair

3

Hours on Average  
(Hard Down Jobs)

## Uptime

98%

Average Uptime across  
entitled systems

## Remote Fix Rate

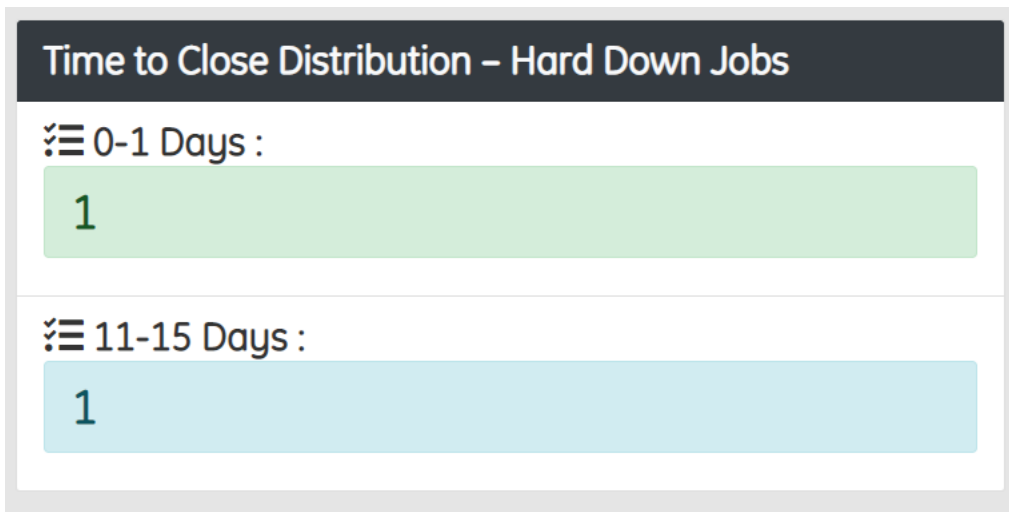
100%

## Parts Changed

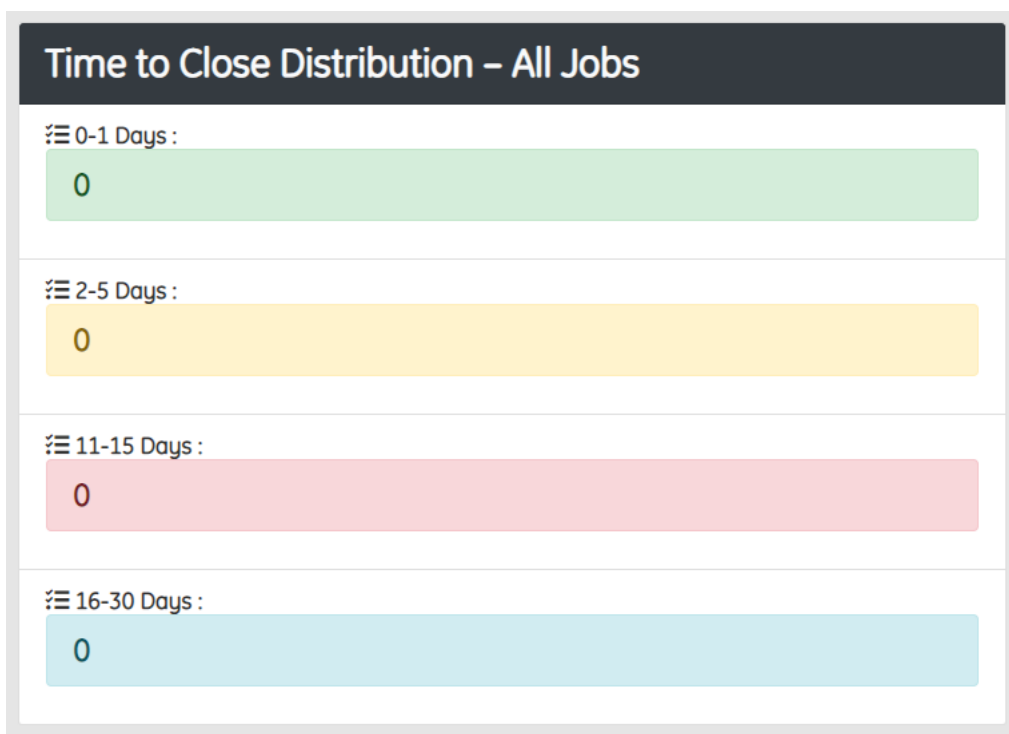
0



### 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_MY_0834030064	ALPHA RT	MAMMOGRAPHY	CONTRACT	1/15/2015	1/16/2015	1/15/2020	100
GIB_S_MY_1553XR0049	9800 C-ARM VASCULAR 9" SUPER	SURGERY	NO CONTRACT	11/19/2016			



# 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			

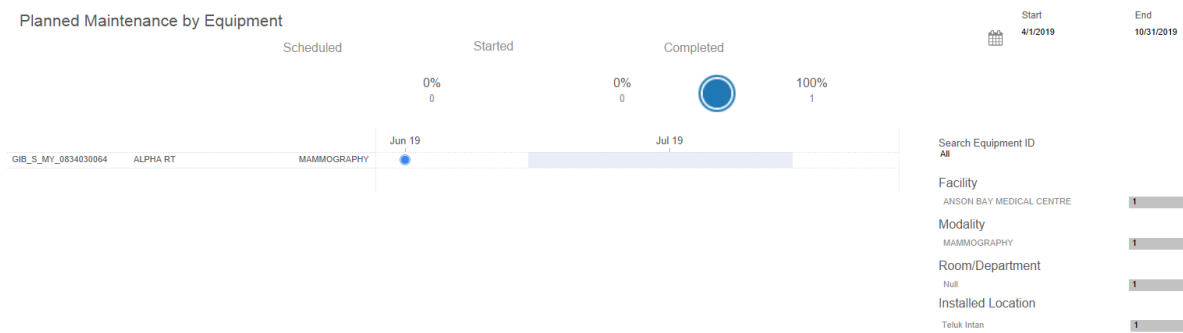




# Service Delivery – Planned Jobs

## 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.

## FMIIs

All field modifications have been completed on time.



## GE Recommendation

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*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.*

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## Other Information

### Upcoming Warranty Expiry

(Next 3 months)

0

### Upcoming Contract Renewals

(Next 3 Months)

0

\*Ultrasound Vivid T8 & Vivid E9

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## 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)