






# **Reliability guarantee**

Trust Bayer to deliver 97.9% uptime

SmartPACK+ provides subscribers with a reliability guarantee backed by Bayer's VirtualCare® Remote Support

**Bayer's service agreements and Technical Assistance Centre provides:**

-  **38%** less downtime during an emergency service event
-  **44%** of issues resolved remotely
-  **15 minute** average call times

**Bayer offers uncompromised quality by using only genuine OEM parts and factory certified field service engineers**



# VirtualCare<sup>®</sup> Remote Support

A service that provides real-time monitoring and advanced diagnostics

VirtualCare<sup>®</sup> provides 24-hour remote monitoring for your MEDRAD<sup>®</sup> Stellant plus additional support.



- + Identifies issues before they become problems**
- + Diagnoses problems and resolves software issues remotely**
- + Supports hardware repair in one trip**
- + Issues software updates and patches seamlessly**
- + Provides current anti-virus protection**