






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[®] Remote Support

A service that provides real-time monitoring and advanced diagnostics

VirtualCare[®] provides 24-hour remote monitoring for your MEDRAD[®] 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**