



# Affordability & Uptime to Improve Imaging Margins

**MEDICAL IMAGING EQUIPMENT SERVICES**



# **MEDICAL IMAGING EQUIPMENT SERVICES** **ALIGNED WITH YOUR CLINICAL** **AND ECONOMIC GOALS**

Medical diagnostic imaging systems represent a significant revenue and profit source for any healthcare facility. However, without the proper support and coverage, they can become a substantial source of unnecessary service costs. Healthcare providers can no longer afford to maintain the status-quo or break-fix approach when selecting their service provider. Without a more tailored strategy that accommodates each system's unique attributes, imaging operations will face declining margins due to elevated downtime, costly coverage plans or limited in-network vendor capabilities.

## Overcome the Costly Gaps in the Standard Service Contract

Paying for underutilized services is a direct drain on your imaging margins. At Agiliti, we work with our customers to develop custom, flexible service plans that provide the proper coverage and technical support needed to maximize uptime, mitigate safety risks and avoid care delays. We focus on maximizing the useful life of your high-value modalities and driving out unnecessary costs over the system's lifecycle. Plans are specially configured for each imaging system to reduce downtime and minimize expense.



## Medical Imaging Equipment Services Offerings: CONFIGURED TO YOUR NEEDS

<b>Full-Service</b>	<p>Comprehensive full-service maintenance provided by highly skilled and experienced field engineers as well as advanced proactive and remote diagnostics.</p> <ul style="list-style-type: none"> <li>• Optimal availability with up to 98% uptime guarantee</li> <li>• Quick problem resolution with express technical support, fast onsite response and customized local parts stocking</li> <li>• Continuous monitoring of software and hardware</li> <li>• A dedicated support team to ensure peace of mind</li> <li>• Scheduled maintenance to maintain peak system performance</li> </ul>
<b>Managed Risk</b>	<p>A capitated service agreement with full-service entitlements and risk management providing significant cost savings potential. This offering provides unparalleled coverage and transparency, so you know you are only paying for the services you require to maximize patient access and minimize costs.</p> <ul style="list-style-type: none"> <li>• A true partnership based on shared objectives and transparency</li> <li>• No budget overages - capitated pricing for all covered equipment</li> <li>• Administrative efficiency and cost savings</li> </ul>
<b>In-House First Call</b>	<p>Partnering with your in-house team to provide cost effective access to Agiliti knowledge, experience and technology.</p> <ul style="list-style-type: none"> <li>• Access to advanced diagnostic tools and technical support</li> <li>• Customized staff training and technical support during the transition period from outsourced to in-house self-sufficiency</li> <li>• Back-up support from experienced engineers and access to Agiliti parts network</li> </ul>
<b>In-House Parts</b>	<p>Provides your in-house team a low-cost solution for full parts coverage, remote technical and applications service support, and access to discounted supplemental onsite labor. All parts are fully certified and tested to meet OEM fit, form, and function.</p>
<b>Preventive Maintenance</b>	<p>Complete preventive maintenance coverage to system specifications designed to optimize uptime and maintain clinical excellence. Discounted supplemental onsite labor and parts to address any identified service needs.</p>
<b>Time &amp; Material</b>	<p>On-demand services including supplemental labor, OEM and certified parts (including EOL system parts), and first-call training.</p>

# Nationwide Coverage. Responsive, Local Service. Significant Cost Savings.

We understand the importance of system availability in your imaging department, so we've built a nationwide network of service professionals to provide fast, local service that maximizes uptime – while only charging you for the labor and parts required to keep you at full strength. Backed by an unwavering commitment to high-quality standards, our customers receive consistent, high-quality service and realize measurable, documented value:

## **MAXIMIZE** **EQUIPMENT UPTIME**

Reduce frustration and revenue loss caused by system downtime (up to 98% guarantee)

## **ENHANCE** **TIME TO SERVICE**

Engage highly trained engineers with expertise on your equipment – available 24/7, whether onsite or on-call

## **REDUCE** **SERVICE COSTS**

Responsive, local service to quickly address emergent service needs at a fraction of the cost of OEM service

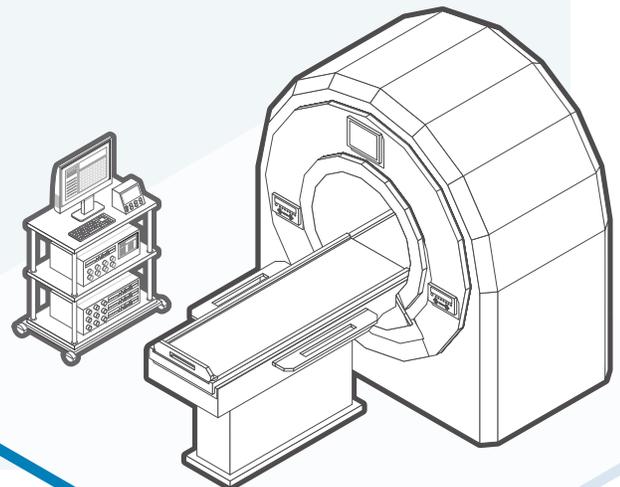
## **IMPROVE** **PATIENT EXPERIENCES**

Your imaging systems are serviced and calibrated to mitigate safety risks, avoid care delays and support more efficient patient experiences

## **Customized Support to Meet Your Specific Needs**

Agiliti offers a broad range of customizable service and support capabilities to fit the specific diagnostic equipment needs, staffing challenges and organizational goals of your healthcare facility:

- **Comprehensive, shared-risk and on-demand services**
- **Onsite or on-call technical support**
- **Remote monitoring and diagnostics**
- **Customized reports and performance analytics**
- **End-of-life service coverage**
- **Consolidated vendor management**



## Certified in All Major Modalities

Our engineers are fully trained across all imaging modalities and offer deep expertise to the most prominent brands on the market, including GE, Philips, Siemens, Canon/Toshiba and Shimadzu. They draw on decades of formal training and hands-on experience to reduce imaging equipment downtime. Whether you need a device repaired one time, or you're looking to have equipment for an entire hospital or health system maintained regularly, Agiliti has flexible service options to support the following modalities:

	MRI	CT & PET/CT	X-ray / Fluoroscopy	Ultrasound
Electrical safety	✓	✓	✓	✓
Repair labor and parts	✓	✓	✓	✓
Calibration	✓	✓	✓	✓
Reports and documentation	✓	✓	✓	✓
Functional check	✓	✓	✓	✓
Remote diagnostics	✓	✓		
Magnet maintenance	✓			
Coil repairs	✓			
X-ray tubes		✓	✓	
Flat panels / Detectors			✓	
Probe physical check and performance inspection				✓
Thorough cleaning of housing and components	✓	✓	✓	✓

## Additional Services Available

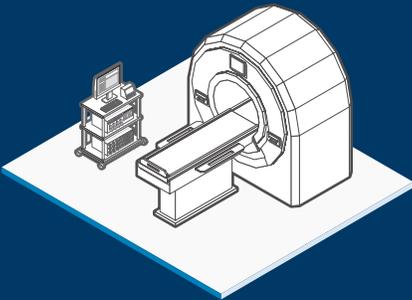


# A Trusted Nationwide Resource for Imaging, Medical and Surgical Equipment Services

Agiliti is a company of 3,800+ passionate equipment management experts who believe every interaction has the power to change a life. We've built a brand that's dedicated to optimizing clinical outcomes while relentlessly improving economic outcomes for our customers.

We help hospitals and health systems address their challenges, including compliance requirements, general cost pressures, looming talent shortages and the rising quality issues related to medical devices. We ensure the right equipment is in the right place at the right time — from infusion pumps to beds to imaging devices — so physicians, nurses and other caregivers spend more time focused on patient care. We provide supply chain teams with valuable insights they can use to control costs. And we offer a full range of clinical engineering services to unburden your biomed department and relieve you from inefficient service contracts.

**AGILITI MANAGES**  
**1,000,000+**  
PIECES OF MEDICAL  
EQUIPMENT



**AGILITI SERVES**  
**7,000**  
ACUTE CARE HOSPITALS &  
ALTERNATE SITE PROVIDERS



**AGILITI EMPLOYS**  
**TALENTED PEOPLE IN**  
**95+**  
SERVICE CENTERS  
THROUGHOUT THE U.S.



**80+ YEARS**

PROUDLY SERVING THE HEALTHCARE INDUSTRY

## Explore Your Options with an Agiliti Imaging Expert

If you're looking for innovative ways to improve margins and outcomes in your imaging department, it's time to talk to Agiliti. Our imaging services experts can show you a wide range of options for reducing service costs and optimizing system uptime.

**For more information or to arrange an imaging services consultation, call 800-847-7368 or send email inquiries to [info@agilitihealth.com](mailto:info@agilitihealth.com)**

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