



Elekta Care™ Support Center

Comprehensive, personalized
customer support

Elekta Care™

Support helps

you get the

most from

your system.

Our global support network provides unique expertise and vast experience, helping you get the most from your technology investment.

Prompt, accurate response from Elekta Care Support

Takes ownership of query resolution and case closure

Provides cross-functional expertise (product owners, R&D, service, quality & regulatory affairs, clinical affairs)

Evaluates case complexity to quickly determine appropriate next steps

Handles cases through our advanced customer lifecycle management system

Strictly monitors our quality-assured process

Escalates cases as necessary to drive resolution



Fast, expert resolution to your query



Single point of contact for immediate query resolution

Elekta Care™ Support provides personalized customer attention. We are here to answer your product questions and resolve any product related issues, to allow you optimized system uptime and clinical workflows. Providing you with quick resolution to your questions is our key priority. With a single point of contact, you are connected to a support technician with a comprehensive overview of your clinic—providing you fast expert resolution.



Find your local support phone number here*:

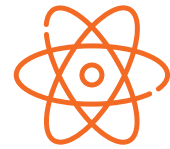
[elekta.com/elektacare](https://www.elekta.com/elektacare)



Technical Support

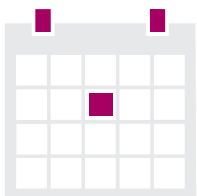


Applications Support

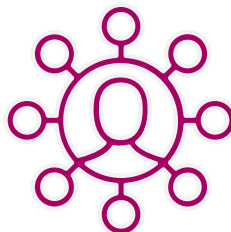


Physics Support

Immediate, accurate problem resolution



Many times, software cases are resolved in the same day



Support Center is a single point of contact for applications and technical expertise



Linac product issues resolved with remote assistance

*Not available in all markets. Customers in areas without a direct support number should contact their Elekta-approved distributor for support.

Our quality-assured process enables us to resolve your product query or technical issue quickly and smoothly



Depending on the complexity of the query, our simple, regulated process begins as soon as you contact your local support center



SupportPlus™ offers self-service whenever it's needed

SupportPlus provides secure service support 24/7 and brings the power of Elekta's dedicated support organization straight to your desktop. Here you will find valuable support information including Elekta product documentation library, Learning@Elekta, product software patches, the ability to log and track status of support queries, and much more.

For critical support issues, contact Elekta Care Support directly using your local support number, found at elekta.com/services.



24/7

Securely access the power of ElektaCare support 24/7, straight from your desktop



Planned maintenance and predictive support through Elekta IntelliMax™

Elekta IntelliMax is intelligent software*. Its securely controlled remote access enables linac cases to be raised and solved remotely, supporting your system availability and optimization. In addition to corrective maintenance, Elekta IntelliMax extracts machine data for planned maintenance and predictive support, which allows us to save you clinical downtime.

More than 2 hours clinical downtime avoided per predictive occurrence increasing confidence in patient scheduling**



OVER

75%

of the global installed base of Linear Accelerators is connected



Support specialists based in regional Elekta Care Support Centers provide remote assistance

*Not available in all markets. Connectivity and the benefits of Elekta IntelliMax requires IntelliMax Agent with restricted internet access to be installed and permanently connected to the relevant systems within the medical facility.

**More use cases in active development.

Elekta Care™ represents Elekta's commitment to provide the best customer care throughout your Elekta experience. Backed by a global support network, with unique expertise and vast experience supporting clinicians who treat cancer and brain disorders, we are dedicated to providing you with essential services, tools and training towards improved patient outcomes, smooth operational flow and business growth.

We are healthcare technology innovators, specializing in radiotherapy treatments for cancer and brain disorders.

We help clinicians to improve patients' lives through our forward-thinking treatment solutions and oncology informatics, creating focus where it matters to achieve better outcomes.



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