

Elekta Care™

Committed to providing
the best customer care



Helping clinicians
improve patients' lives



Get the most from your Elekta solution

From prompt, personalized service and support to innovative learning programs and customized consulting services, it's all part of our forward-thinking commitment to provide you the best customer care—so you can make the most of your Elekta technology investment throughout its lifecycle.



Experience Elekta Care from the start

Elekta Care™ supports you from startup through your product's lifecycle with comprehensive options from education, training and upgrades to solutions allowing you the highest uptime and improved operational efficiency.

Project Manager

From the very beginning, your Elekta Care Project Manager remains a central, familiar point of contact who is fully informed regarding your account activity, timelines and communications, to effectively and efficiently coordinate all implementation activities.

Elekta Certified Staff

Elekta Certified Trainers prepare clinical team members to hit the ground running with new technology. All of our certified trainers are experts in your Elekta technology and experienced in bringing staff to a level of comfort translating your new technology to fit your clinical workflow.

Elekta Certified Installers fully handle system set-up, working proactively with exclusive access to original manufacturer parts, to meet and exceed project timelines and ensure the process is completed smoothly.

Coverage for Life of Product

Elekta's robust, full-protection warranty provides exceptionally comprehensive coverage. And, to help you continue to get the most out of your technology over its lifetime, Elekta offers extended coverage options beyond your system's warranty period.

Professional Services



Service & Support

Explore continuing Elekta Care

SupportPlus™

Elekta's secure online customer portal brings the power of Elekta Care's dedicated support organization straight to your desktop.

Share knowledge, insights and innovations through collaboration with peers and Elekta technology superusers, to help keep your team energized and your strategy fresh. Connect with technology-specific opportunities and resources through an Elekta Care Academy, or track and manage your Elekta Care Learning journey. You can also log and track support queries, access our product documentation library and product software patches and much more.

Elekta Care Support

Regionally centralized Elekta Care Support helps you get the most from your system. Whatever your Elekta solution, clinical applications, technical or physics support is just a connection away and is backed by a global support network of 165 remote support specialists and more than 650 field service engineers. Find your local support contact at elekta.com/elektacare.

Elekta IntelliMax™

Over 80 percent of our global installed base of linear accelerators is connected to Elekta IntelliMax, providing the capability for securely controlled remote access that enables proactive support and predictive maintenance. Elekta IntelliMax can help boost your bottom line through avoided downtime, first-time fix rate and reduction in parts consumed.



165

remote support specialists



650

field service engineers



2/3

software issues resolved the same day



24/7

SupportPlus secure online access

Product documentation

Software patches

Elekta Care Learning

BrachyAcademy

Course catalog

Service and support functions



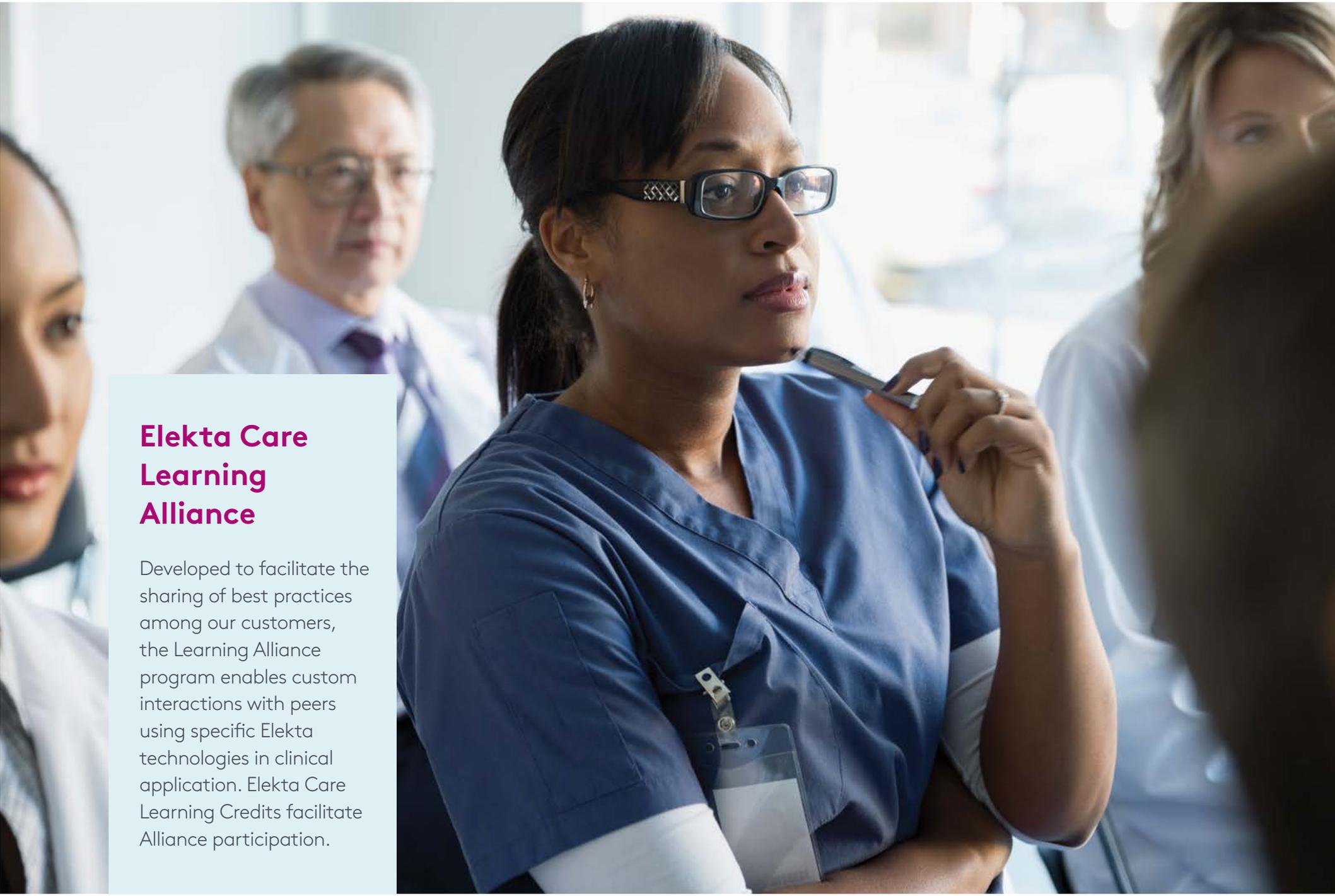
30%

linac product issues resolved with remote assistance



>2

hours of downtime avoided per predictive occurrence



Elekta Care Learning Alliance

Developed to facilitate the sharing of best practices among our customers, the Learning Alliance program enables custom interactions with peers using specific Elekta technologies in clinical application. Elekta Care Learning Credits facilitate Alliance participation.

Optimize your technology capabilities

As your innovative learning partner, we offer comprehensive learning opportunities in a variety of formats, enabling you to expand when and how your learning curve requires it.

Elekta Care Learning

Participate in online training at your convenience, or network with colleagues while participating in hands-on learning at Elekta Care Learning (ECL) Centers under the guidance of expert technology users. Innovative advanced learning programs are designed to provide the skills and knowledge necessary to fully benefit from your Elekta solutions throughout their lifetime in the clinic.

- Clinical, physics and technical learning experiences are continually updated to meet evolving customer needs
- Expansive content and a variety of formats and venues provide the ability to tailor learning based on clinic needs
- Courses are easily accessed and tracked through SupportPlus

Elekta Care Learning Credits (ECL Credits)

An Elekta currency to be redeemed for Elekta courses, classes and on-site clinical training sessions, ECL Credits are designed to enable convenient, secure online registration. They are purchased in your local currency as a stand-alone package or as part of your product purchase or service agreement. Allocate the purchase of education and training across product lines with ease—no contract amendments or approvals are required.*

Your ECL Credits expire after two years from the date of purchase for stand-alone training—from the date of acceptance if purchased with other Elekta products. We remind you of approaching expirations and make course recommendations as part of our annual customer training review.

*Entitlement training—training that has been sold as part of the purchase of an Elekta product—is a requirement to ensure the safe and effective use of Elekta products and cannot be exchanged for other Elekta Care Learning. Travel expenses, which are managed regionally, cannot be purchased with Elekta Care Learning Credits. LMS terms and conditions apply.

Elekta Care Service Agreements

To help you continue to get the most out of your technology over its lifetime, Elekta Care offers extended coverage options beyond your system's warranty period, to help you maximize clinical availability and usage of your Elekta solution.*

Service tailored to your needs

Review support benefits with your Elekta Care representative to establish the level of coverage that is best for your clinic. Regardless of the level of coverage you choose, on-site technical support to resolve urgent technical issues is provided by Elekta-certified engineers with access to original manufacturer parts—something no third-party provider can offer—and includes a report detailing any actions taken as well as any additional work the engineer recommends. Within the service agreement, Elekta will also specify a guaranteed response time for emergency support. And, depending on the covered product or solution, Elekta will guarantee system uptime on an annual basis.



*Differences between product lines apply

Elekta Care™ PLATINUM

- Guarantee technical specification protection
- Maximize system's clinical capabilities
- Protect and enhance technology investment
- Greatest value per dollar

Elekta Care™ GOLD

- Enhance system's operational efficiency
- Predictable costs
- Safeguard clinical performance

Elekta Care™ SILVER

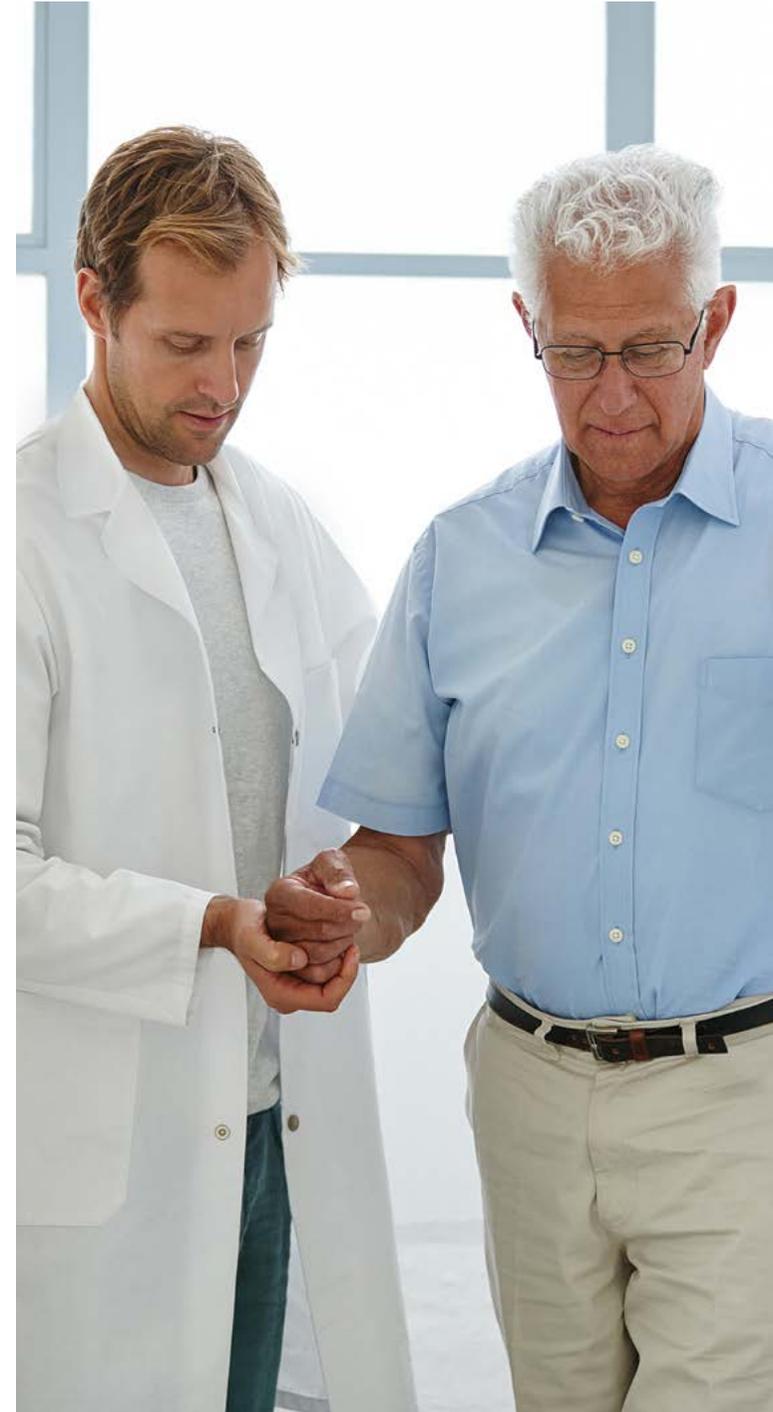
- Maintain reliable system
- Protect investment
- Minimize patient risk

Elekta Care™ PLATINUM

To optimize clinical capabilities

**Future-proof your Elekta technology
to secure system continuity**

Elekta Care Platinum level is designed to provide you with total confidence that your equipment will continue to perform at its best possible level. Platinum agreements provide comprehensive coverage that ensures your Elekta product remains current and your staff is taught to use it to its fullest capabilities, offering the greatest value for your dollar. With added features, such as technology refresh, unique component coverage and annual training reviews, plus Elekta Care Learning credits coverage, Elekta Care Platinum coverage protects and enhances your technology investment.





Unique Component Coverage

- Avoid unplanned service expenditure
- Coverage for components outside the scope of normal spare parts
- Includes higher-cost items not covered in the Spare Parts module, such as:
 - Imaging panels, Thyratrons, Electron guns
 - Ion chambers, X-ray KV generators
 - MLC cameras, Magnetrans

Technology Refresh

- Replacement coverage for obsolete or end-of-life system components
- Maintain and expand technology capabilities while controlling unexpected hardware costs
- Necessary hardware upgrades to specified hardware components once during 3- to 5-year agreement term

Data Server, IT Networking and Integration Support

- Remote technical advice to support configuration and connection of Elekta and third-party products to the Elekta systems network within a department
- For Elekta software products, includes virtualization of TPS servers
- Remote configuration of the test server includes installation/SQL installation/interface testing for MS SQL software installed remotely on the MOSAIQ® server

Specialty Source Management & Replacement

- Advanced service options available to cover the costs associated with unloading and reloading existing specialty sources
- Available for Leksell Gamma Knife® and brachytherapy portfolios

Education Services

- Periodic Customer Training Review performed in collaboration with staff
- Elekta Care Learning Credits, to use for any course provided by Elekta
- Personalized learning journey to help maximize clinical capabilities of the system, increase efficiency, or optimize use of tools

Automated Reports and Dashboards

- Instant access to system information through MOSAIQ® Oncology Analytics, to help in planning daily activities and resource allocation

Elekta Care™ GOLD

To maximize operational excellence

Maximize system uptime to secure financial continuity

Elekta Care Gold level agreements build on Silver coverage to offer more advanced operational benefits and more sophisticated lifecycle planning. Features such as guaranteed uptime, software upgrades, spare parts and corrective maintenance enable Elekta Care Gold coverage to enhance your system's operational efficiency and safeguard its clinical performance, while providing predictable costs—making it the coverage of choice for many clinics.





Spare Parts Replacement

- Comprehensive portfolio of Elekta-certified spare parts
- Helps ensure you are running as quickly as possible should a failure happen

Corrective Maintenance and Emergency Support

- On-site corrective maintenance to resolve urgent Elekta treatment delivery system technical issues
- Elekta-certified service engineers
- Guaranteed response time for emergency support

Software Upgrades

- Complete software upgrades
- Ensures systems have new software versions and performance improvements

Uptime Guarantee*

- Guaranteed system uptime on an annual basis
- Product/solution-dependent

* Elekta solution-dependent

Advanced remote services*

- The ability to receive e-mail of system failures or recommended preemptive actions before problems occur. Alerts and Notifications are available at any time when the Elekta system is running and connected to Elekta IntelliMax™
- Application support on-line

* Elekta solution dependent

Elekta Care™ SILVER

To ensure reliability and efficiency

Elekta system performance

If you have your own in-house support or prefer to pay for service on a parts-and-labor basis, an Elekta Care Silver level agreement provides a minimum level of coverage for reliability and efficiency at competitive pricing. Depending on the product covered, Elekta Care Silver level agreements may include access to the SupportPlus customer portal, software updates and other services.





Management Service Reviews

- Provide a summary of Elekta support to date
- Review the performance of all Elekta systems
- Mutually plan any activities or changes needed for the period ahead

Planned Maintenance

- Customized on-site maintenance
- Elekta-certified service engineers
- Ensures maximum equipment availability, performance and safety
- Minimum disruption to clinical patient flow

Software Updates

- Minor improvements, patches and service packs between major releases, when required
- Ensures ongoing system operability and performance
- Scheduled at convenient times, within normal office hours

Technical & Applications Support

- Comprehensive technical assistance and applications expertise to maximize the use of your solution
- Phone support and Elekta IntelliMax remote service technology, where available and with a valid support agreement
- Routine technical information and bulletins regarding software upgrades, training events and other important service announcements

SupportPlus Customer Portal

- Useful product support resources for solutions within Elekta's portfolio



Designed to help you maximize the use of your Elekta technology

So you can focus on your
patients and your practice

Optimize your clinical capabilities through the highest system uptime



Remote and on-site services

Ensure optimal system uptime, which allows you to schedule confidently. Not having to reschedule treatments due to unplanned downtime contributes to your patient satisfaction.



Customer training reviews

Elekta Care's consultative approach helps your staff stay current and plan for growth.



System upgrades

Enhance the functionality of your system so you can improve your center's treatment modalities.



Elekta Care Learning

Working closely with thought leaders across the industry, we continually develop and update advanced learning programs to provide the skills and knowledge necessary to optimize Elekta solutions throughout their clinic lifetime.



Centralized support

Connect to Elekta Care Support through a single point of contact to expedite timely, personalized responses.

Improve operational efficiencies to increase your clinic's capacity



Maximize your clinical throughput

Elekta Care service and tools are designed to support seamless implementation and increased patient throughput with efficient clinical workflows.



Avoid unplanned downtime

Planned maintenance minimizes potential clinical impact while optimizing system capabilities through planned downtime.



Enable customized learning experiences

Choose from our extensive, flexible range of e-learning, classroom and clinical approaches across Elekta's solutions portfolio to create personalized learning journeys that address your clinic's needs.

Enhance your return on investment with high system availability, future-proofed technology and continuously educated personnel



Ensure optimal system uptime

Support your investment with remote and on-site services that enable us to personalize customer care.



Build a secure basis for growth

Our flexible, consultative approach allows us to address center-specific needs for today while building a foundation for the future. Staff can stay current with a rich variety of training offerings, conveniently accessed through our customer portal.



Help boost your bottom line

Elekta Care's remote monitoring and predictive maintenance through Elekta IntelliMax provides an increased first-time fix rate and reduction in parts consumed.



Future-proof your Elekta technology

Technology refresh enables you to protect your investment and control unanticipated expenses by providing replacement coverage for obsolete or end-of-life system components (included in the highest service tiers).

**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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