You focus on the patient, we focus on you.

Elekta Care™ Service
Maximize the use of your system with Elekta Care Service

Our focus is on you—helping you achieve the highest uptime possible and ensuring you can use your Elekta solution to its full capabilities. Comprehensive service and support provide you with confidence that your Elekta system will be available when you need it to keep patient treatments on schedule. Robust learning programs and training resources enable you to push the boundaries of your clinical capabilities, ensuring clinical excellence every day. Our ongoing partnership is an integral part of your investment, helping you maximize your equipment’s lifetime value.

Designed to help you provide the best care possible for your patients, Elekta Care Service is a portfolio of award-winning services that supports you from installation throughout the lifetime of your Elekta solution.

- Confidence in system uptime
- Excellence in clinical capability
- Partnership to maximize the lifetime value of your investment
Seamless startup services
Confidence in a smooth and efficient installation

**Project management**
From the beginning, you’ll have a single point of contact from a dedicated Elekta Project Manager who coordinates all implementation activities and provides prompt communication and timely project delivery.

**Startup training**
Accelerate your time-to-proficiency with on-site application support and startup training. Elekta Care’s Learning Journey curriculums are customized to the specific needs and clinical objectives of your clinic.

**Installation services**
Ensuring your system is set up correctly from the start, Elekta-certified engineers handle every aspect of setup for a smooth, accurate and efficient installation.

**Warranty program**
Elekta provides comprehensive, full-protection warranty coverage beyond basic support for peace of mind during the initial use period of your new system.

CONFIDENCE
Maximize system uptime
Confidence that patient treatments can be kept on schedule
Elekta IntelliMax®
Always connected, always ahead

Predictive maintenance and proactive support with Elekta IntelliMax speeds time to resolution and maximizes clinical availability for your Elekta system. Harnessing industry-leading artificial intelligence, proprietary algorithms, machine learning and deep learning techniques, IntelliMax enables remote diagnosis of Elekta systems and predicts issues before they impact you.

Elekta IntelliMax can help you keep patient treatments on schedule by avoiding downtime, remote resolution of issues and a high first-time fix rate.

Minimum 2 weeks warning before a part failure occurs, enabling proactive resolution of issues before impacting the clinical availability of your system

> 18,000 Elekta products connected globally

8 hours* clinical downtime avoided per IntelliMax-detected system issue

Over 80 countries benefiting from IntelliMax

Elekta IntelliMax was awarded the Technology Services Industry Association (TSIA) Star Award 2019 in the category of field service, recognizing commitment to outstanding innovation, leadership and excellence

*on average
Source: Internal Elekta data
Expert support
Immediate support for maximized system uptime

We safeguard your clinical continuity with highly trained experts and timely delivery of certified parts. A common knowledge base and processes across global Elekta Care Support Centers ensure you receive an exceptional service experience. Through the global network of Elekta Care Support Centers in multiple time zones and in local languages, remote support specialists provide technical, application and physics support to help maximize system uptime and avoid disruption in clinical schedules. Elekta Care Service offers a guaranteed response time for emergency support* and planned maintenance is scheduled at times that minimize disruption to your clinical practice.

* As specified in Elekta Care Service Agreement

An intelligent single point of contact solution quickly routes the customer to the right support specialist

Up to 98% uptime guarantee*

2/3 of software issues are resolved the same day with remote support

A global network of Elekta-certified Field Service Engineers with vast experience provides personalized, on-site maintenance

60% of product issues resolved remotely
Global **spare parts and logistics**

Timely delivery for fast resolution

With Elekta’s comprehensive portfolio of genuine spare parts, only high-quality, fully-tested parts are fitted to your system. Our global logistics platform and local availability of critical spare parts assure timely delivery and fast resolution of system issues.

**95%**

*Ninety-five percent of field replaceable spare parts are shipped within 24 hours*
Elekta Care™ Learning

Expand your capabilities with customized learning programs

Elekta Care Learning includes our comprehensive education and training programs designed to expand your clinical capabilities and advance treatment techniques. Choose from a broad training portfolio and a variety of training delivery methods, such as online learning, classroom and on-site clinical learning sessions tailored to your clinical objectives. Continued access to Elekta’s application specialists facilitates optimal use of your system throughout the product lifecycle. Ongoing physics support provides assistance on dosimetry, radiation shielding and treatment planning.

The Elekta Care Learning Partnerships program helps you learn new treatment techniques from clinical peers for integration into your practice. Chosen for their clinical expertise and technological acumen, more than 50 partners worldwide provide personalized clinical consultancy, clinical observation and clinical practice courses to bring you the latest scientific developments, research and best practices.
Elekta Care™ Learning Centers

Advance knowledge through hands-on learning

Ongoing learning opportunities are a critical component of maximizing the clinical capabilities of your Elekta solution. State-of-the-art training centers around the world are equipped with Elekta products to simulate clinical settings, providing hands-on learning opportunities in an engaging environment.

Elekta Care Learning Centers located in

- Crawley, United Kingdom
- São Paulo, Brazil
- Tokyo, Japan
- Beijing, China
- Atlanta, United States
- Cape Town, South Africa

with additional settings and classrooms across the globe.
Elekta Care™ Service Agreements

Coverage tailored to your needs

Elekta Care Service Agreements are available in three tiers with levels of coverage tailored to customers’ specific needs for lifecycle planning and cost control.

Elekta Care PLATINUM

Complete service coverage for maximized system uptime, optimized use and total control over lifecycle costs

Elekta Care GOLD

Comprehensive service coverage to safeguard the clinical availability of your Elekta system and minimize unexpected lifecycle costs

Elekta Care SILVER

Based on Elekta’s high quality standards, Elekta Care Silver coverage features a basic level of support for reliability and efficiency of your clinical operation
Technology updates

Optimize throughput by keeping your Elekta solution up-to-date at all times

Continued support and partnership with Elekta throughout the lifetime of your system allows you to future-proof your technology. With the increasing pace of IT technology change, hardware components can become obsolete or end-of-life within three to five years. Obsolete components may still work, but performance and functionality may be compromised, impacting the clinical continuity of your practice. Technology Refresh option protects your investment and ensures access to replacements for obsolete or end-of-life components. Software upgrades deliver enhanced features and improved performance to existing licensed software functionality.
Elekta Care™
Community portal
Access. Manage. Learn.

Enjoy easy access to information and support resources specific to your Elekta solution. The Elekta Care Community portal offers 24/7 secure access to self-help functions and information and resources relevant to you. A unique interaction channel allows you to connect with other Elekta users.

Access information, tools and resources

- 24/7 online secure and dedicated access to Elekta resources and information
- Locate up to date technical documentation and software downloads easily in one convenient location
- User-friendly and mobile accessible tailored content

Manage your Elekta account and products

- Oversee your Elekta account, installed products and related self-help services
- Handle and track support cases and Field Change Orders, and self-resolve issues
- Access personalized and relevant content adapted to your portal-user profile and language preference

Learn from your peers and Elekta experts

- Easy access to Elekta Care Learning resources—course catalogue, course registrations and training records
- Advance your knowledge and source helpful content to optimize use of your Elekta products
- Learn from other Elekta users, share knowledge and best practices with peers
For almost five decades, Elekta has been a leader in precision radiation medicine.

Our nearly 4,000 employees worldwide are committed to ensuring everyone in the world with cancer has access to—and benefits from—more precise, personalized radiotherapy treatments.