Always connected, always ahead
Elekta IntelliMax at a glance.

- Drastically reduce unplanned downtime
- Real-time monitoring of machine data
- Alerts and notifications
- Preventative maintenance and predictive support
- Data analysis feedback enabling product improvement
Maximize System Availability

• Remote Access enables a faster response and immediate investigations with Elekta Care support staff seeing the same screens as the customer.

• Predictive Service: Monitoring, investigating and alerting local engineers of potential system performance issues ensures optimal system uptime, enabling Elekta to contact customers to schedule corrective action.

• Predictive Maintenance: Real-time remote monitoring safeguards system uptime by predicting failures in advance and planning maintenance without impacting clinical use.

• Elekta Care Service Agreement uptime guarantees are dependent upon product connectivity to Elekta IntelliMax.

• Continuous quantified feedback into R&D to design out failure modes or design in improved predictability.

Over 80 percent of the global-installed base of digital linear accelerators is connected. Elekta IntelliMax services operates in over 80 countries.

Over eight hours of clinical downtime avoided per predictive occurrence.*

* Hypothetical data based upon an average of three patients treated per hour per linac multiplied by typical clinical downtime. Actual results at your clinic may vary.

Source: Internal Elekta data
Wherever possible, Elekta uses Elekta IntelliMax to monitor, diagnose and correct issues before they happen. Secure Remote Access to customer hardware or software solutions allows Elekta experts to provide faster response times through remote investigation and diagnosis by experts and facilitates real-time guidance.

Even when an event requires an on-site visit, Remote Access helps save time by pre-diagnosing the issue.

Several failure “use cases” are now regularly used for predictive maintenance. When a possible problem is signaled, Elekta is able to step in and schedule system time with the customer before a failure occurs.

Preemptive intervention has cut customer downtime associated with complex vacuum system problems by as much as 80 percent in some cases.

This allows preemptive repairs to be scheduled at a convenient time, preventing customer and patient interruptions during clinical hours.

In 2019, among the 80% of our customers connected with IntelliMax globally, the results were over 70,000 hours of clinical downtime avoided and more than 210,000 patient treatments kept on schedule.

Paul Bergstrom
Executive Vice President Global Service
IntelliMax Agent is a software program that is installed on a dedicated computer/virtual machine in the hospital. The program is the only access point for Remote Access sessions from supported Elekta products out of the hospital network.* IntelliMax Agent collects machine data (not patient data) from supported Elekta products, which it sends to IntelliMax Enterprise using a secure internet connection.**

Remote Access to Elekta medical products provides audited remote desktop sharing, text-based chat and file transfer. Remote Access sessions securely connect two computers at the same time. The users of these computers are referred to as:

- The hospital-based user: The user who operates the Elekta product in a hospital. They can be a clinical user or a service user.
- Elekta IntelliMax support user: An Elekta-certified user who can give remote support for one or more Elekta products. They are not at the hospital.

IntelliMax Enterprise is used for the analysis of data that IntelliMax Agent collects. It is also used to administer the Remote Access sessions to connected Elekta products. Approved users can get access to IntelliMax Enterprise through a web-based interface. Elekta extracts machine data from IntelliMax Enterprise.

Remote Command Center is a function within Elekta Care™ Support Centers that provides analysis on data retrieved from Elekta IntelliMax, proactive monitoring of customer systems and predictive maintenance cases to ensure maximum clinical availability.

* IntelliMax Agent required, with restricted internet access and permanent connection to relevant systems within the medical facility.
** IntelliMax Agent does not collect patient data.
Elekta Care™ Remote Services Modules

Technical and Application Support

Remote Access through Elekta IntelliMax to the Elekta Care Support line provides technical and applications expertise to ensure optimal use of the system.

Secure Remote Access and phone communication provides quick problem resolution, pre-checks prior to on-site visits and over-the-shoulder support.

This option is a prerequisite for any Elekta Care service agreement uptime guarantee unless otherwise stated in the agreement. Online Support is only available during normal office hours. If the customer does not allow remote access to their system, Elekta Care service agreement prices are increased to reflect the additional costs involved in supporting them.

Alerts and Notifications

This service provides the ability to receive emails about 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.

Self-maintainers or customers with satellite sites receive email notifications from their network, avoiding potential delays in solving problems or taking steps to prevent a system failure.

Data Access

Visibility and access to technical data can be retrieved from your own devices via the IntelliMax Enterprise user interface.

Data Access is available at any time via the Elekta IntelliMax server. Some data is also stored on the Elekta system itself, which can only be accessed when the Elekta system is running and connected to Elekta IntelliMax. This data is limited and refreshed on a regular basis.

Remote Access

Enable screen sharing of your own devices.

Remote Access is available at any time when the Elekta system is running and connected to Elekta IntelliMax. This service is ideal for self-maintainers or customers with satellite sites who wish to provide remote assistance to their own staff.

Elekta IntelliMax® Security Information contains detailed descriptions on the data monitored, security considerations and frequently asked questions and is available at Elekta.com/IntelliMax

Privacy by design
No Personal Health Information is transmitted to the IntelliMax Enterprise, in line with GDPR.

Optimal data security
Strong encryption ensures data transmission and screen sharing sessions are carried out securely.

Customer controlled
Customers have full control over when remote access and monitoring is active.

Dedicated access
Dedicated access to your systems via the IntelliMax Agent, which is solely devoted to supporting and monitoring and contains no other applications.
Elekta Care™ Service

Our focus is on you—helping you get the highest uptime possible and ensuring your system can be utilized 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 system’s lifetime value.

Designed to help you meet your clinical, operational and financial goals at all times, Elekta Care Service provides a comprehensive portfolio of customer services that supports you from product installation throughout the lifetime of your system.

Learn more at elekta.com/elektacare
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.