

Elekta IntelliMax®-MOSAIQ®

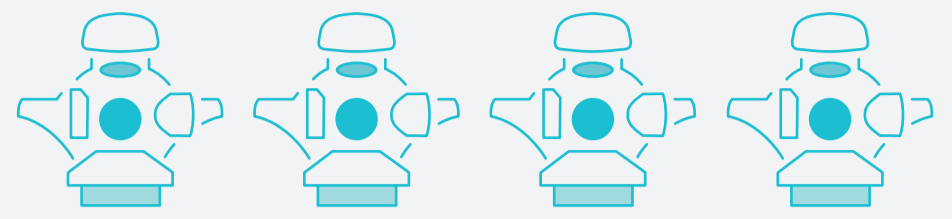
Personalized proactive support for your MOSAIQ system

Elekta IntelliMax

Improves **system availability** and optimization

Allows **securely controlled remote system access** by your Elekta Care Support Center

Provides **technical and application support** for your MOSAIQ system

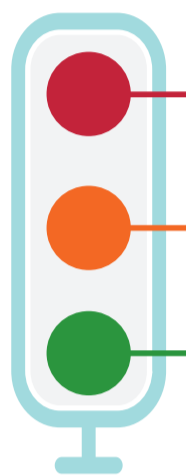


>20,000 Elekta devices connected to IntelliMax in over 80 countries

each icon represents 5000 devices

Maximize your MOSAIQ system availability

Optimal system uptime through reduced fix time for common issues



System alert monitoring allows us to bring services and processes back online before any clinical or operational impact

Preventative and predictive maintenance ensures maximum system uptime

We **monitor** the services and processes needed for MOSAIQ to function correctly—and restart remotely if required

Service Monitoring

- WQE | ESI | MOSAIQ Data Director | SQL Database Services

Application Monitoring

- DICOM | Namer

Predictive Analytics

- Know when your storage space is close to reaching capacity



Support with Confidence

- Secure, auditable remote access
- Privacy by design—no personal health information is uploaded



Intelligent Support

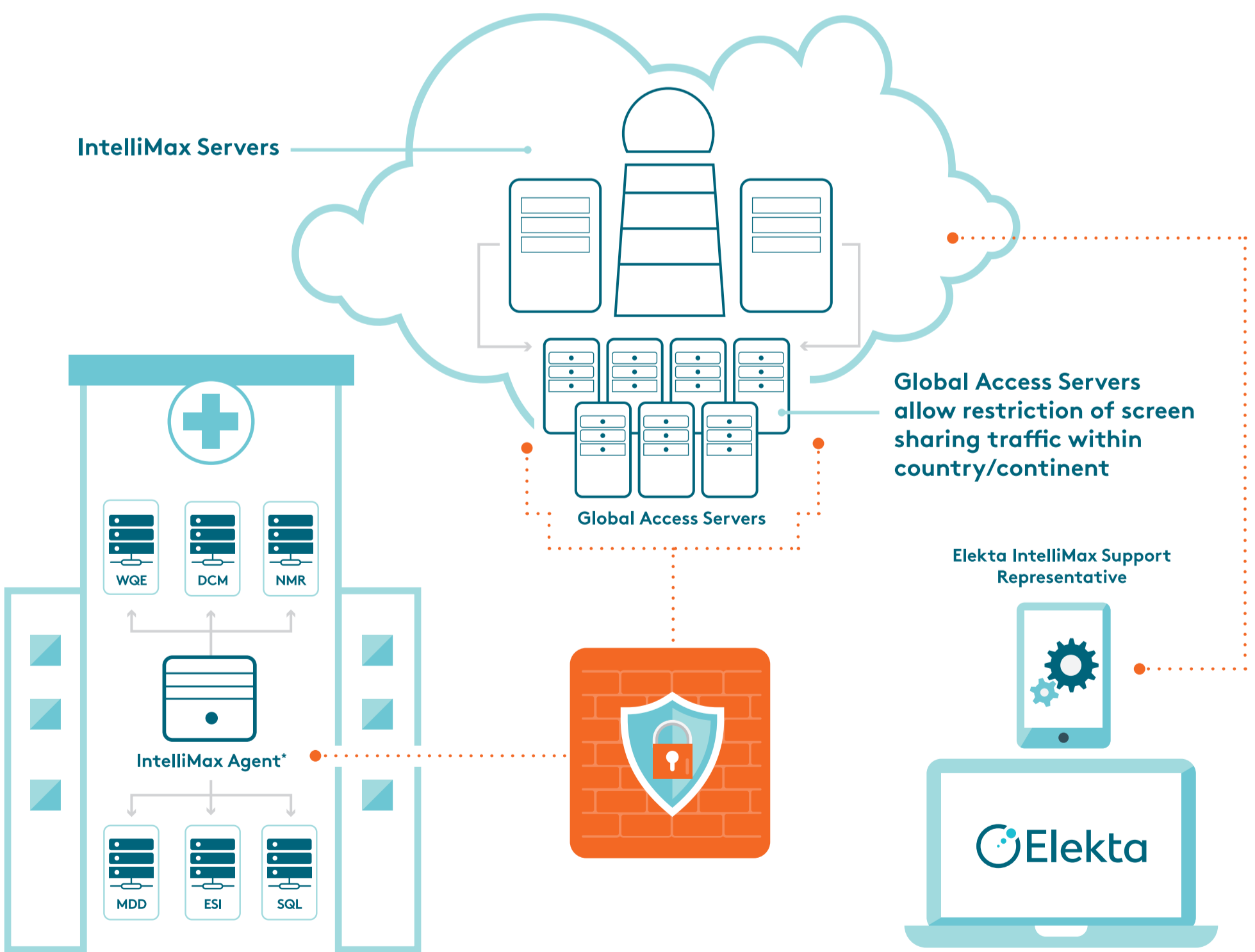
- System diagnostics
- Monitors hosting platform and core MOSAIQ application
- Enable proactive/predictive service information and support
- Proactive cases visible to customers via Elekta Care Community portal
- SQL service and license alerts to ensure MOSAIQ system availability



>165 support specialists

based in regional **Elekta Care™ Support Centers** providing remote assistance

Your **Elekta Care™ Support Center** provides analysis on data retrieved from Elekta IntelliMax, proactively monitors your system, and raises cases as findings indicate—all to ensure maximum clinical availability of your MOSAIQ system.



*IntelliMax is available for locally or Elekta Axis-hosted core MOSAIQ software.

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.



Find your local Elekta Care™ support number at elekta.com/elektacare or contact us through the Elekta Care Community portal on elekta.com

