



# SECTRA SERVICE AND SUPPORT

Cooperative teamwork for the ultimate result

## Your success is our success

You are supporting an IT solution, that directly affects patient care, and sometimes you can't provide the level of service the end user expects because your medical IT partner has let you down.

It is an all too familiar story these days, but not one you hear from customers supported by Sectra. We have more than 20 years of experience in delivering and servicing complete PACS and RIS solutions, big and small, and believe in forging a true partnership with our customers. There are no hidden agendas, our strategy is simple – through your success, comes our success.

We take the IT approach to make sure your unique situation is attended to in the way you want, whether it is taking care of everything or being the people behind the scenes. We believe that cooperative teamwork leads to better results, and that one size does not fit all!



More than 1,000 installations worldwide

## Focusing on customer's needs

- Highest level of customer attention
- 20 years of PACS experience
- More than 1,000 installations worldwide

## Optimized service and support

- Efficient, dedicated and competent service and support team
- Global service and support organization
- Proactive teamwork
- Time driven call escalation – ensures your issue is moved to more experienced specialists

## Advanced service technologies

- Customized service and support offers are adaptable to different needs
- Timely and cost-effective
- Safe, efficient and reliable
- Real-time resolution of issues
- Automatic alert escalation
- 24x7 remote monitoring

RIS/PACS | MAMMOGRAPHY | ORTHOPAEDICS

# SECTRA

”I can sleep comfortably at night and feel more relaxed, knowing Sectra monitors the situation. Together, we are providing top notch service to our users.”

Richard Maskowsky  
Radiology Information Service Manager  
Midstate Medical Center, Meriden, CT, USA



### **Your partner in PACS**

Your PACS is a tool for highly skilled individuals, who should never be disrupted in their effort to provide the best possible patient care. Your PACS is a mission critical system – who would be able to take better care of it than the people that built it?

### **Taking your operations to the next level**

Sectra has the in-depth knowledge required to let you get the most out of your investment. Our customer focused service and support engineers are highly skilled in all aspects of IT, and are the ultimate specialists when it comes down to taking care of your PACS. We provide strategic planning, process transformation, workflow optimization and systems integration to take your operations to the next level.



### **Optimized level of service**

We offer the services you truly need, more efficiently and less costly than any alternative. We believe in bringing the right resource to the problem, whether it is a specialist through remote concepts, an IT partner for hardware support or sending an engineer to you. Together, through cooperative teamwork, we provide a better working environment for end users, which ultimately lead to better patient care.

### **Ongoing training**

We encourage customer training and believe in making you as knowledgeable about your system as you choose to be, through ongoing training and cost efficient tools like e-learning or webcasts.



### **No secrets**

There are no secrets between true partners. As our customer, you have access to the same toolset our engineers are using. You can access all the documentation, retrieve the latest information and utilities, and view your helpdesk tickets through our portal, Sectra User Web at <http://userweb.sectra.com>. Through PACS-Guard<sup>SM</sup> Monitoring, you can easily monitor the health of your system on the IT level. Through Sectra PACS Control Tower<sup>TM</sup>, trends, statistics, turnaround times and other useful data are available on the department administration level.

# PACS-GUARD

## Cost-efficient services for critical system support

### PACS-Guard, for a greater peace of mind

PACS-Guard is a complete family of superior services designed to provide a cost-effective, safe, reliable and efficient operation of medical IT systems. PACS-Guard utilizes proactive and remote concepts for a greater peace of mind.

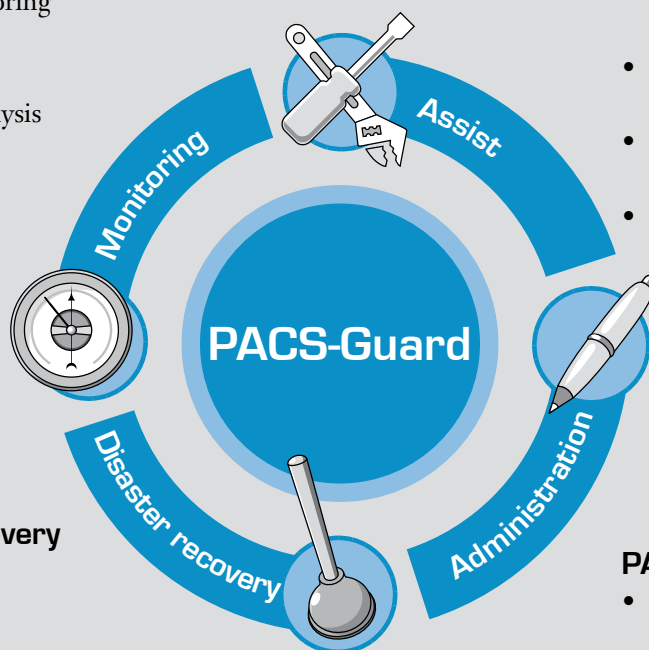
With PACS-Guard, Sectra takes service and support one step further - we anticipate potential problems even before you notice them.

#### PACS-Guard Monitoring

- Always on, 24x7 remote monitoring
- Automatic alert escalation
- Proactive and reactive services
- Collects statistics for trend analysis

#### PACS-Guard Disaster recovery

- Database backups
- Complete mirror copy of all archived data
- Restore operation in as little as 72 hours



#### PACS-Guard Assist

- Secure, HIPAA compliant communication and authentication from support center to customer network
- Real-time resolution to end user's problems and questions
- Remote viewing as well as remote control of applications
- Quick and secure access to servers

#### PACS-Guard Administration

- System administration for a day or forever
- Remote or onsite, working together to provide cost-efficient services to users



**YOUR IMAGING. OUR OBSESSION**

# SECTRA

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