



GE HealthCare

Exceptional service

The GE HealthCare difference

A GE HealthCare service contract has everything you need—exceptional service and support. GE HealthCare provides the parts, personnel, and technology to help improve efficiency, reduce cost, and optimize the value of your assets.

Reduce downtime through remote tools and real-time remote monitoring



Remote Diagnostics remotely monitors, troubleshoots, and repairs your imaging equipment. Even when issues cannot be resolved remotely, it allows GE HealthCare to diagnose repairs, order parts, and develop a game plan before a service engineer arrives on site.



OnWatch™ prevents problems before they occur by monitoring your imaging systems so you can proactively handle potential issues and eliminate major failures. With real-time monitoring and advanced proprietary algorithms, OnWatch connects equipment data to remote service and scheduling resources to reduce downtime by up to 40%.¹



InSite™ Remote Service Platform (RSVP) is the network service that provides connectivity to GE HealthCare medical devices. It enables experts to solve problems remotely and provide digital services. Because of InSite, 40% of issues can be fixed remotely, many in 30 minutes or less.³



Tube Watch™ and OnWatch™ Predict provide predictive monitoring of medical equipment through AI enabled digital twin technology that takes predictive analytics in healthcare to a new level, enabling a proactive maintenance approach and helping you leave unplanned downtime behind.

Anywhere, anytime access to quality service



MyGEHealthCare Experience helps you manage your medical equipment service and support anytime, anywhere and all in one place — on desktop or mobile. It's simple and fast to create and track service requests from initial contact to completion, monitor planned service needs, initiate unplanned service calls, and proactively manage service for your entire equipment fleet.



iLinq™ gives immediate access to remote technical engineers and clinical support directly from the operator console. Technical expertise a click away.



Direct Access⁴ calls to the GE HealthCare call centers are typically answered in less than 15 seconds. Get needed support over the phone, for those occasions when that is the most efficient option.



iCenter™ is a secure online laptop solution that provides 24/7 visibility to service history, contract information, and additional information necessary for making data-driven asset management decisions.



iCenter Utilization builds on the iCenter platform to include data and analytics about how assets are being used, including scan time, patient volume, protocols selected, and technologist. This is the information needed for standardizing clinical workflow in radiology.



Continuity™ is the obsolescence protection solution to keep assets current over their lifecycle. Essential computing system hardware and software are updated and upgraded so that customers save approximately 40% compared to individual purchases.⁵

Training expertise — in person and remote



Digital Expert provides customized, remote clinical training and applications support on your system at your convenience through live interaction via a tablet.



Technical training keeps healthcare technology management teams current on how to maintain equipment. We offer training at all levels, for nearly every modality, with flexibility for inperson or virtual training needs.

Parts and accessories



GE HealthCare Service Shop is the online resource for parts, accessories, and services for healthcare. Identify part numbers, check pricing, and place orders from your laptop or phone.



Quality parts: Extensive GE HealthCare parts network with 400,000+ of in-stock parts at strategically located warehouses and repair facilities with 6,000 parts shipped daily.⁶

Learn more about the GE HealthCare difference. Contact your local GE HealthCare sales representative.

1 GE HealthCare calculations based on 1500+ systems across multiple regions in 2020.

2 Percentage noted is based on various assumptions, including but not limited to the use of Tube Watch consistent with the Tube Watch terms and conditions, timely receipt of the tube-health notice, parts and labor availability, immediate access to customer's equipment, and may not be typical of every customer's experience).

3 Source: GE HealthCare Internal Data.

4 Only in certain markets.

5 This assumes a product that has system upgrades at year two and four of the Continuity Agreement and a Console Upgrade at year four of the Continuity Agreement. There is no guarantee that any given system would have such upgrades during the term of your Continuity agreement. The prices reflected are examples of potential pricing and do not represent what the pricing for all such upgrades or for your Continuity Agreement would be. In the event software and/or console upgrades are available for a covered product, pricing will vary depending on what these upgrades are and the determined sale price for such upgrades.

6 GE HealthCare internal data. Results may not be typical for all customers and these results cannot be guaranteed.

Not all products or features are available in all markets. Contact a GE HealthCare Representative for more information. Please visit www.gehealthcare.com/services. Data subject to change.

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