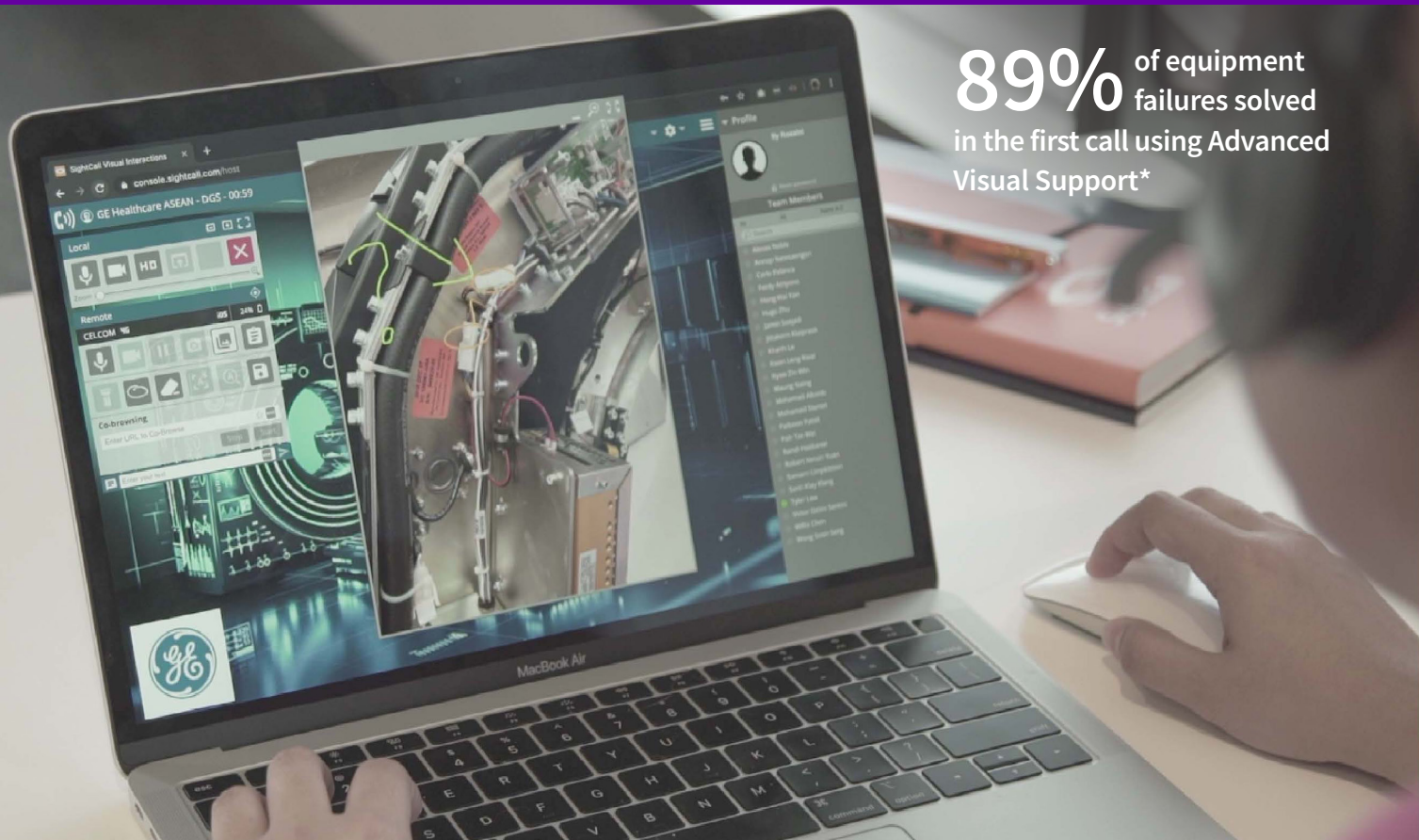




GE HealthCare

Advanced Visual Support

Augmented Reality. Accelerated uptime.



89% of equipment failures solved in the first call using Advanced Visual Support*



Help reduce downtime

Instead of waiting for an on-site visit, you have direct access to remote expertise.



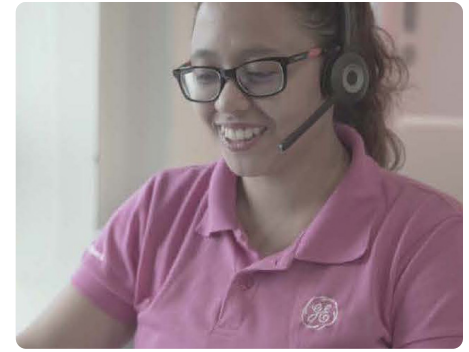
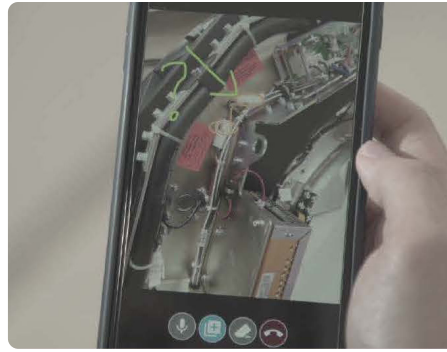
Interact in real time—beyond traditional phone help

See video and images to help diagnose and fix issues remotely for rapid resolution.



Reinforce training

Your team can't be expected to retain all the details of every system. We walk them through what they need to do.



Advanced Visual Support connects you with a GE HealthCare remote expert to speed diagnosis and fix in real time, while maintaining HIPAA compliance.

GE HealthCare makes efficient equipment troubleshooting possible with one simple augmented reality interface, backed by a team of experienced remote support engineers. Advanced Visual Support facilitates fixes to help reduce downtime, support clinical productivity and keep patients satisfied.

Protect data privacy

- No PHI or other sensitive data collected or saved
- HIPAA compliant

Driving productive collaboration

The equipment maintenance team, and the clinicians and technicians they support, can take advantage of real-time visual connection with Advanced Visual Support. GE HealthCare Technical Support Engineers:

- Connect with your clinicians and technicians on basic system use troubleshooting
- Collaborate with your engineers and biomed to expedite troubleshooting, diagnosis, and fix
- Link with GE Field Engineers to support your organization efficiently

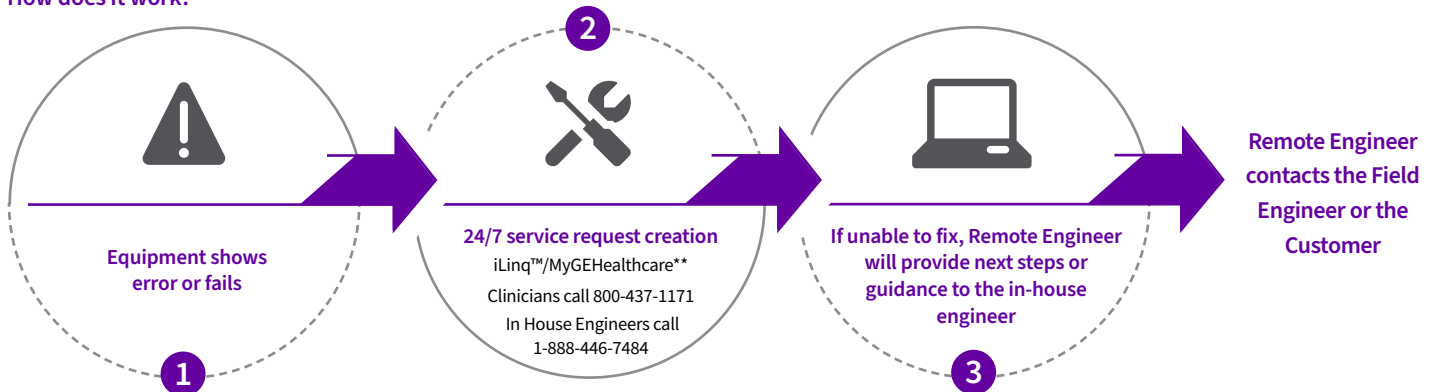
Follow protocols

Our engineers can help your engineers on proper lock-out or tag-out parts and other key precautions.

Support legacy equipment

Enable troubleshooting of equipment that isn't accessible today by GE HealthCare remote experts.

How does it work?



With clinical partners, operations leaders and patients all counting on you, count on GE HealthCare. We are with you every step of the way, with augmented reality support solutions that help you identify and resolve emerging issues before they turn into costly, stressful downtime problems for your hospital.

Technical support

- Control flashlight
- Zoom
- Pause video
- Resize video to full screen
- Draw, add arrows, type, and annotate with the keyboard

User controls and features

- Add arrows, draw, and type in text
- Transfer Optical Character Recognition (OCR) Serial numbers, part numbers, and text
- Easily add other users including Technical service engineers and Engineering