



GE HealthCare

Universal™ Full-Service Solutions

Vision. Expertise. Flexibility.

Turn your vision into reality.

In a demanding and dynamic healthcare environment, you're always adapting to new challenges. Everywhere you look, you see opportunities to work better and faster, and leverage technology to deliver better care. With the full support and resources of GE HealthCare on your side, you can realize your vision for the future.

Maximize the performance of your devices, optimize your hospital operations and stay a step ahead of your challenges with a complete service solution for your GE HealthCare Equipment Fleet. We're with you all the way with quality parts, experienced labor, advanced tools, remote service capabilities and customized training.

Remove stress. Free staff to focus on patients.

Discover how our people, processes and technology combine to take care of some of the world's most advanced healthcare equipment, so you can focus on the people who depend on you.

Don't just fix—predict and prevent.

Spot problems before they happen and act to get out ahead—using data, predictive AI and the expertise of our people to deliver maximum impact. AI-based predictive services to catch an impending failure before it happens is built into your Universal Full-Service Solution.



Universal

For organizations with lower volume and utilization. Make the most of your budget to optimize your total cost of ownership.

- Sufficient up-time
- Prompt response
- Basic parts coverage

Universal Standard

For organizations with medium utilization and some available backup equipment. Balance efficiency and budget to keep you running with quick response time.

- High up-time
- Quick response
- Predictive services
- Full parts replacement coverage

Universal Plus

For organizations with high utilization and no backup equipment. When you need complete confidence that your operations are in the very best hands.

- Maximum up-time
- Rapid response
- Predictive services
- Full parts replacement coverage

Foundational elements & Value-added inclusions

	Universal	Universal Standard	Universal Plus
Foundational elements			
Up-time guarantee	92%	95% (Buy up to 97%)	98%
Onsite response time	Next day (During coverage hours)	4/6 hours ¹	2/4 hours ¹
Onsite coverage hours	Mon-Fri, 8 am – 5 pm	Mon-Fri, 8 am – 5 pm (Buy Up: 8 am – 9 pm)	Mon-Fri, 8 am – 9 pm (Buy Up: 8 am – midnight)
Planned maintenance hours	Mon-Fri, 8 am – 5 pm	Mon-Fri, 8 am – 5 pm (Buy Up: 8 am – 9 pm)	Mon-Fri, 8 am – 9 pm (Buy Up: 8 am – midnight)
Remote call response time	60 minutes	30 minutes	10 minutes
Remote fix	Included	Included	Included
Basic parts coverage	Included	Included	Included
Parts shipping (Repair & PM parts/specialty if included)	Two-day afternoon (5:00 pm LST)	Next day morning (10:30 am LST)	Next day morning, priority (8:30 am LST)
Specialty parts coverage	Pay-per-part (Discounts & pools may apply)	Full parts replacement coverage (Option to opt-out)	Full parts replacement coverage (Option to opt-out)
Pools	Able to purchase a dollar pool	Able to purchase a dollar pool	Able to purchase a dollar pool
Value-added inclusions			
Remote Clinical Apps Support	✓	✓	✓
Advanced Visual Support ²	✓	✓	✓
Technical phone support	✓	✓	✓
iLinq™ ²	✓	✓	✓
InSite™ Connectivity ²	✓	✓	✓
MyGEHealthCare Experience	✓	✓	✓
Software and Quality Updates	✓	✓	✓
TiP Answerline ²	✓	✓	✓
TiP Ed	✓	✓	✓



Choose the Right Value-Added Options to Maximize Your Impact

Integrate additional solutions such as:

- Digital Solutions — Including the comprehensive, 24/7 cybersecurity protection of Skeye™
- Productivity — Including Encompass™, a real time location system for mobile equipment tracking



Value-added inclusions

	Universal	Universal Standard	Universal Plus
Proactive: OnWatch™			
CT	Buy-up only	✓	✓
PET/CT	Buy-up only	✓	✓
NM	—	—	—
IGS	—	✓	✓
WH	—	✓	✓
XR	—	✓	✓
MR ³	✓	✓	✓
Predictive: OnWatch Predict			
MR	✓	✓	✓
Predictive: Tube Watch™			
CT ^{4,5}	—	✓	✓
PET/CT ⁴	—	Optional	Optional
NM	—	—	—
IGS ⁶	—	✓	✓
WH	—	✓	✓
XR	—	—	—

Refer to Product Schedule for modality-specific offerings and inclusions

Proactive and Predictive services are now standard for modalities indicated across Universal Standard and Universal Plus

¹ The first number is for Imaging. The second number is for Ultrasound.

² Not available on all products.

³ OnWatch will be included on products not compatible with OnWatch Predict.

⁴ OnWatch is required for Tube Watch.

⁵ Tube Watch Performance Guarantee is subject to the terms in your Service Deliverables.

⁶ Coming in Q3 2023.