Delivering a Lifetime of Value

Our Services, Your Success

Dedicated support every step of the way, with a wide range of services delivered by experts

Simplifying Integration

Solution installation, configuration, and education support to streamline your implementation process

> Project management

> Solution interfaces

> Onboarding resources

Enhancing Performance

Clinical education, best practice, and on-demand support take the complexity out of standardising care

> In-person and virtual educational resources

> Clinical performance centre

> myradiologysolutions customer portal
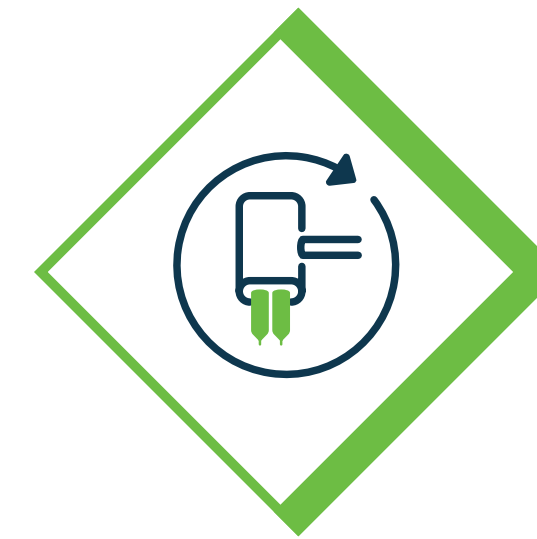
Maximising Uptime

Best-in-class device monitoring, maintenance, and repair keeps your workflow working

> Preventative maintenance

> Flexible service agreements

> VirtualCare™ remote monitoring

> Technical assistance centre (TAC)

Simplifying Integration

As technology becomes increasingly integrated, hands-on delivery and configuration support are essential for implementation success

Our dedicated team of specialists ensure that every aspect of your solution implementation runs smoothly.

> **Project management:** Project managers oversee every aspect of a streamlined project implementation process

> **Solution interfaces:** Customised integration plans ensure our systems seamlessly fit the needs of your department

> **Onboarding Resources:** Our qualified personnel will coordinate onboard training to introduce your team to new technology

Enhancing Performance

When it comes to improving quality, safety, and patient care, there is always more to learn
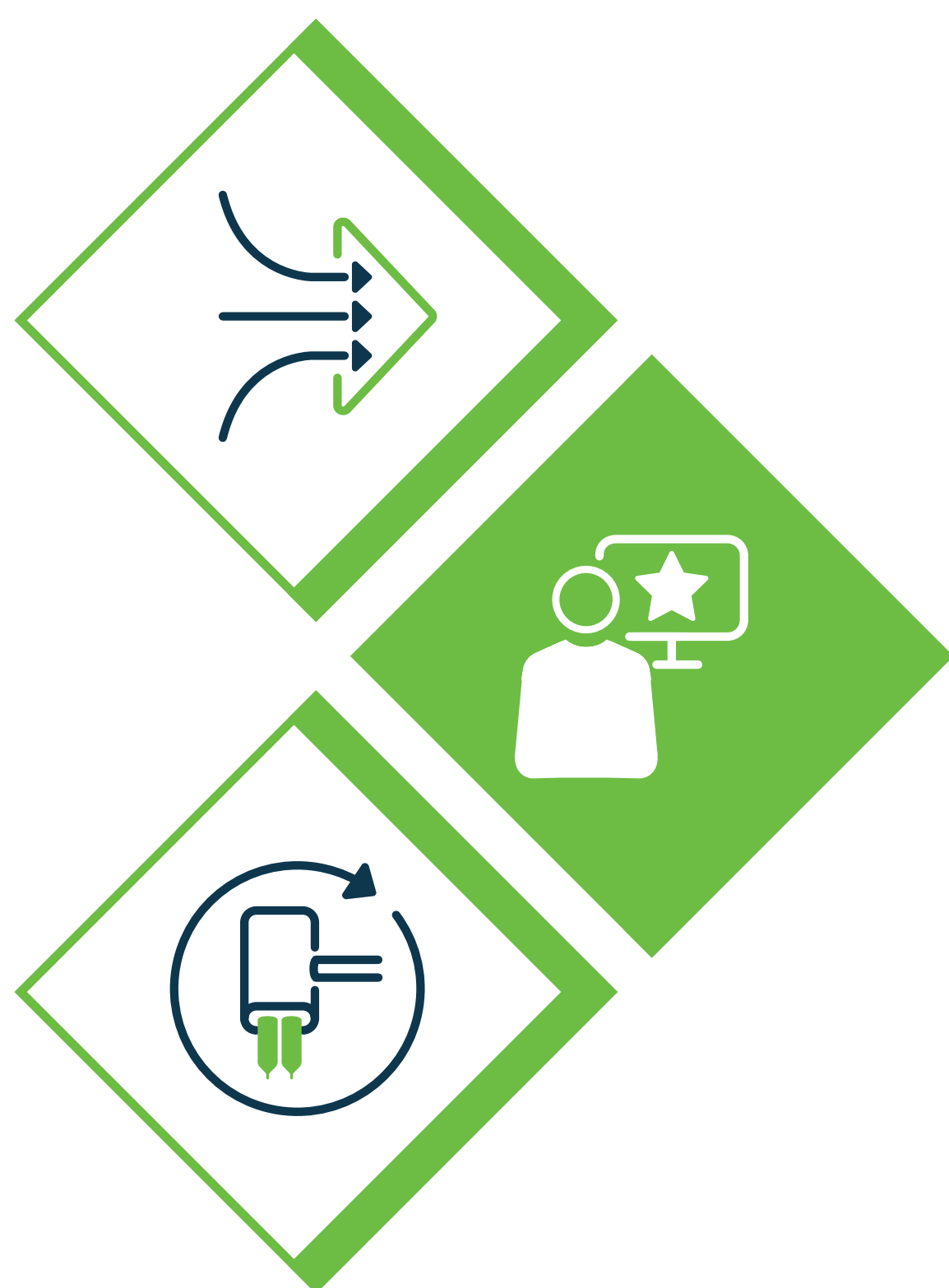
With a focus on your needs, our professional team help you achieve your clinical goals.

> **In-person and virtual education resources:** Clinical application specialist can provide training on-site and virtually

> **Clinical performance centre:** Dedicated specialists provide remote phone support when your team needs answers

> **Radiology Academy:** Gives you access to a vast on-demand learning academy library with videos, simulators, training resources, webinars, and best practices to drive performance

Maximising Uptime

**Every downtime event has implications
for your patients and for your bottom line**

To ensure quality performance and maximise uptime, we mobilise a team proficient in maintaining our radiology devices and software solutions.

> **Preventative maintenance:**
> Bayer certified service engineers deliver thorough on-site maintenance to ensure peak operational performance

> **Flexible service agreements:**
> Customisable program options to protect your device or software investment, include maintenance / repair and loan support.*

> **VirtualCare™ remote monitoring:**
> Remote support is available, including real-time monitoring and advanced diagnostics to anticipate and resolve issues before they disrupt your workflow

> **Technical assistance centre:**
> Technical support specialists use deep product knowledge, software expertise, and troubleshooting experience to provide on-call support

* Features only available to customers with a service agreement or warranty

At Every Step, Bayer is There

As a global leader in radiology solutions and customer satisfaction, our Radiology Services **help you optimise the performance of your organisation to maximise your investment**

Innovative CT and MR Technology

Simplifying Integration

Warranty Protection and Flexible Service Agreements

Enhancing Performance

Teams of Solution Delivery Specialists

Maximising Uptime

myRadiologySolutions Portal

Device and Software Upgrades

Delivering a Lifetime of Value

More information on
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