

## National Service Centre

High speed. High quality. High satisfaction.

When you need a business partner to manage your equipment's service infrastructure, turn to GE and expect the best from our first-rate National Service Centre. We provide comprehensive service solutions by integrating service of your equipment with warehousing and logistics solutions.

We handle repairs, maintenance and upgrades on healthcare technology used for Life Support Systems, Monitoring Solutions, Diagnostic Cardiology, Anesthesia, and more. Our state-of-the-art facility in Mississauga, Ontario is a fast, high-quality alternative to onsite repair and allows you to focus on your core competencies while we handle your equipment service.

From healthcare equipment to medical devices, we'll diagnose the problem accurately, complete the repairs efficiently, and return your equipment as quickly as possible to help your customers maintain high productivity in their patient care facilities. In fact, most equipment is repaired the same day it's received at our National Service Centre!

### Quality you and your customers can depend on

You can have confidence that equipment repaired or upgraded at our Centre will deliver the performance required to help ensure continuing patient care and regulatory compliance.

- Quality Dashboards that give you visibility to key performance Indicators. (KPI)
- We will work together to ensure all your warranty requirements are met.
- Only authentic OEM parts are used, so their quality and reliability are assured.
- Equipment is tested and validated to your specifications before being returned to your customers.
- Only biomedical engineers trained by you work on your equipment – specialists who have access to the latest parts and service knowledge.

### Fast turn-around for efficient asset management

Having the right equipment in place, ready for patients, is essential to your customers' care mission and to the efficient utilization of their technology assets. We'll help you make sure your customers' facilities are ready for action.

- Our LEAN Six Sigma processes minimize repair times so effectively that we are able to complete repairs on most equipment within 24 hours of receiving it.
- Overnight shipping on all repairs to expedite turn-around.



## Service simplicity that helps your company run smoothly

Our goal is to provide integrated service solutions that make the equipment repair process as simple and pleasant as possible to keep your customers happy. From direct customer relationship management to smooth workflows, we help you reduce the complexity of your service infrastructure allowing you to focus on your company's core sales and relationship maintenance competency.

- Single source repairs on all of your equipment. There's no need to spend time (and money) managing your own repair services and paperwork.
- Real-time updates provided to you and your customers on the repair process, from the time your equipment arrives at the Centre until we ship it back. This continuous communication link includes:
  - Notification when equipment is received at the Centre
  - Notification of problem diagnosis with details on recommended repairs
  - Updates on the repair status throughout the process so your customers can manage downtime
  - Shipping notification with tracking number

To learn more about the GE Healthcare National Service Centre and how it can support your facility, call (800) 668 0732.



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