

A man with curly hair, wearing a dark suit jacket over a white shirt, is smiling and shaking hands with a woman. The woman is wearing a red blazer and has blonde hair. The background is a blurred office setting. A large red rectangular overlay is positioned on the right side of the image, containing the main headline in white text.

Our Personal Commitment Has No Limits

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**“ We strive for 100% uptime,
and, as importantly,
100% customer satisfaction ”**

At Canon Medical we provide a service that is personal, and it's our team that puts us head and shoulders above the competition.

Our people and our personality set us apart, but we don't just want you to enjoy working with us, we also want you to have unwavering faith in our partnership and, well, trust us.

You don't need to tell us how important it is for you to keep your systems up and running and why it is crucial to have a partner you can rely on. So, from creating the right level of cover, to delivering on our personal promise to you, we are here come rain or shine, seven days a week.

It's always personal

Of course, we're always delighted when you choose one of our products to support your patients, but we don't want your Canon experience to end there.

We see ourselves as an extension of your team, which means getting to the very heart of your business and understanding your needs so that - together - we can meet them.

From day one you'll have your own customer service manager to work alongside you, offering you a familiar face and friendly advice when it matters.

You'll be supported every step of the way, and as such, our aim is to ensure that your equipment remains fully operational throughout its lifespan - with support that is truly second to none.



What does this mean for you?

Our 4 step approach

01 We're here for you



02 Keeping you running always



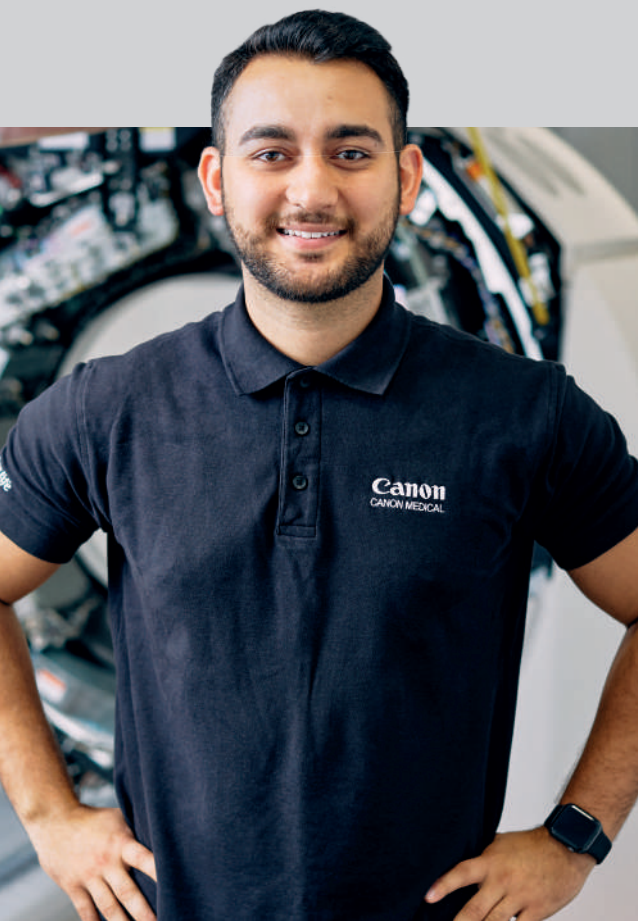
03 Contracts without confines



04 No limits guarantee



We're here for **you**



Should the unthinkable happen and you need urgent support to fix a problem, we want to take away the stress and leave you feeling assured.

We have a skilled technical team awaiting your call seven days a week, who can offer you logistics and escalation services, as well as access to a local UK support centre providing parts and a workshop.

This means our engineers have access to the right tools at the right time, and can resolve any issues quickly, efficiently and with minimal disruption to your service.

And on top of all this, our clinical applications support is unlimited, so there's nothing to hold you back should you feel the need to call us.



“ Friendly, knowledgeable and willing to advise - rather than seal a deal. ”



“ They remember my name, my department, my equipment and my needs. ”

Keeping **you** running always



We understand that your patients are relying on you, and equally, we want you to rely on us too. In fact, thanks to Canon's InnerVision remote monitoring, we're often beaver away in the background without you even being aware. The system runs 24 hours a day, seven days a week and can mean that we detect and resolve any issues before you even know about it.

It goes without saying that when it comes to healthcare, time is of the essence. You don't want to be kept waiting, nor do your patients. We therefore aim for spare parts to be with you on the same day and, in the unlikely event of downtime, replacement equipment is available for loan or hire while your machine is being repaired.

Our service promise to you

- Seven-day support
- Applications for Life
- Remote diagnostics/predictive maintenance
- Option to loan equipment
- Out of hours planned maintenance
- Cyber security management and compliance
- Vitrea Intelligence – Asset and Workflow Management

“ The engineering support is excellent. Lifetime apps is a plus ”

User & Purchaser, CT & Ultrasound

Contracts without confines



We know that every patient is different and we treat our customers just the same. Our services are tailored to you and offer unlimited applications training, so no matter how much your department changes, our service changes with you.

We also appreciate that budgets are often stretched and we want you to feel confident that you're getting the best service at the best price.

We've therefore introduced additional measures such as: shared risk on high value items, framework discounts and multi-system / multi-year discounts to ensure you're always getting value for money and can justify your spend.



96% of our
customers
rate our customer service as
"Good to Excellent"

What we can offer you

- Assistance managing your budget – to meet any constraints in expenditure
- Bespoke solutions that offer flexibility to alter your service level as required
- Advisory service to assess the appropriate contract level
- No penalty clauses
- No quibble guarantee
- Help to ensure your staff are fully trained, compliant and up-to-date



Quality



Price



Value

No limit **guarantee**



What you think really matters to us, and we want you to have complete peace of mind. Should an issue arise, we will not be satisfied until you're up and running and fully operational once again.

We understand that you are the experts, we therefore work on the premise that a problem isn't fixed until you say it's fixed. So, we'll never close a call until everything's been tested and you're completely satisfied that any issues you were experiencing have been resolved. It's as simple as that.

We understand that you are the experts



**Average 99% or above
up-time across our
range of equipment**



**We always strive
for 100% customer
satisfaction**

Don't just **take our word** for it

**“ Reliable machines and
good rep support ”**

Purchaser, Ultrasound

**“ Local engineers’
availability is a big positive ”**

User & Purchaser, CT

**“ Excellent staff who do their best to
look after the customer ”**

Purchaser, CT & Ultrasound



9/10 customers

would recommend our services
and would buy from us again.

Top 5 reasons our customers love our customer service

- 01** Quick, efficient & responsive
- 02** Helpful
- 03** Friendly, knowledgeable / pleasant
- 04** Responsive engineering support
- 05** Good reliable aftercare/service

It's always personal

Contact Us



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Canon
CANON MEDICAL

Made For life