UPTIME IS CONFIDENCE

Keeping critical equipment performing optimally.

Medtronic
Further, Together
When a patient goes into surgery, you want to be confident everything possible has been done to ensure your equipment is performing optimally. But maintaining today’s critical, complex, and interconnected devices can be a challenge, requiring specialized knowledge.

That’s Where Medtronic Comes In

With four innovative tiers of service to meet your needs, the Uptime Equipment Care program is a smart way to improve equipment — and patient — care.¹ And equipment care over the life cycle of a device can improve economic outcomes, too.²
1 COMPLETE CARE PLUS

Our Ultimate Offering in Equipment Care, with Hands-on Clinical Guidance

With Complete Care Plus, you get top-of-the-line equipment care, with ultra-fast response time for service calls, plus a robust clinical support package.

- 2-hour non-emergency service call response time during normal business hours
- Predictive performance equipment monitoring
- Hands-on clinical technical support
- Clinical training and education
- Unlimited phone clinical and service technical support
- Complete equipment care and more

2 COMPLETE CARE

Full-on Equipment Care with Robust Technical Support

Complete Care gives you the timesaving and risk-mitigating advantages of comprehensive equipment care, from installation to resolution.

- 2-hour non-emergency service call response time during normal business hours
- Predictive performance equipment monitoring
- Unlimited phone service technical support
- Planned maintenance, when it’s convenient for your schedule
- Asset management and service history
- Complete equipment care and more
PROACTIVE CARE

Equipment Care that Complements Your Resources to Maximize Uptime

Focused on preventing issues before they arise, Proactive Care gives you the expert, specialized maintenance support that today’s complex equipment requires.

- Planned maintenance, when it’s convenient for your schedule
- Non-emergency service call response time within 1 business day
- Asset Management and service history
- Discounted rates on other services
- Uptime Equipment Care Portal and more

VIRTUAL CARE

Technology Supported Equipment Care and Knowledge-sharing

An innovative, streamlined approach to equipment care, Virtual Care gives you unlimited access to Medtronic expertise virtually.

- Unlimited access to virtual technical support
- Unlimited call center support
- Uptime Equipment Care Portal and more
At Medtronic we're committed to a high standard of service and support.

**HIGH STANDARDS**

**ACCUURATE**

98% Medtronic First-Time Fix Rate (FTFR)

77%: Industry standard First-Time Fix Rate

**PERFORMANCE**

3 YEARS

Mean Time To Failure (MTTF) for Medtronic serviced equipment

One year: Mean Time To Failure for non-Medtronic serviced equipment

**PROACTIVE**

40%

of equipment issues identified and resolved during planned maintenance

**DEDICATED**

19

Our team’s average years of service for Medtronic capital equipment

**COST EFFECTIVE**

38%

Average savings using Medtronic Complete Care program vs. hospital biomed

**COMPREHENSIVE**

2.5–3 Hours

100s of Checks

15-30 Specialty Tools

Required by Medtronic preventive maintenance procedures

Medtronic data on file
SERVICE.
IT’S IN OUR DNA.

Founded in 1949 as a medical equipment repair shop by Earl Bakken and his brother-in-law, Palmer Hermundslie, we’ve grown to become the world’s largest medical technology company. Driven by a deep moral purpose to help others, our Mission was written in 1960 and remains unchanged — to contribute to human welfare by the application of biomedical engineering in the research, design, manufacture, and sale of instruments or appliance that alleviate pain, restore health, and extend life.

The Cardiovascular Equipment Services and Support team is available to assist you 24 hours a day, seven days a week
UNITED STATES: Call 1-800-433-4311
Email rs.cvstechnicalsupport@medtronic.com
INTERNATIONAL: Contact your local Medtronic office.

Visit us on the Web: www.medtronic.com/uptime