

## Blue Moon Lifecycle Plans for X-ray Systems

# Do More. Worry Less.



mKDR Xpress™ and KDR® Flex X-ray Systems

**Konica Minolta Healthcare** is a world-class provider and market leader in medical diagnostic imaging, healthcare information technology and white glove service innovations. While competitor's service offerings are focused on reactionary service support, Konica Minolta has created an array of value-rich service solutions that are focused on helping our customers maximize their investments every day and responding immediately – or even ahead of time – to critical issues.

- **Minimize Downtime** with rapid access to industry leading support and advanced remote system diagnostics.
- **Maximize Productivity** by arming your staff with optimized workflow, the latest software and annual applications training
- **Eliminate Risk** by controlling costs and providing rapid response to unforeseen disasters

# Blue Moon for X-ray Systems Highlights\*

## FIRST DROP FORGIVENESS

Accidents happen. Get up and running fast without hassle with First Drop Forgiveness. Konica Minolta is the first DR provider to offer a waiver to the standard accidental drop copay

## ADVANCE EXCHANGE

Same or next day replacements of the most critical components –including tubes and panels. When vital parts are needed due to normal use or an accidental panel drop, a replacement will be on its way immediately

## AEROREMOTE<sup>®</sup> INSIGHTS ANALYTICS

Better manage your X-ray staff and AeroDR assets with AeroRemote Insights analytic dashboards. The software automatically collects and aggregates system health and usage data into simple analytical views

## 24/7 CUSTOMER CARE CENTER

Access to professional support day or night whenever you are in need

- Live phone support around the clock
- Remote control and screen sharing to simplify the interaction
- Changes to network and configuration settings with one, easy phone call

\*Check plan level for included features.

...for the best customer service experience in the industry

# Blue Moon Lifecycle Plans for X-ray Systems



## BLUE MOON PRIME

a high value plan that delivers everything that Blue Moon Select includes plus a First Drop Forgiveness benefit to eliminate the expense of the first copay. Also included is Annual Remote Applications Training to keep staff sharp and up-to-speed on all the latest features and best practices



## BLUE MOON SELECT

comprehensive coverage and value-adds that include software upgrades, panel protection, and AeroRemote® Insights analytic dashboards



## BLUE MOON PROTECT

an entry-level program focusing on drop coverage. Ancillary parts and remote technical support are also included



Blue Moon for X-ray Systems Lifecycle Elements	Blue Moon Prime	Blue Moon Select	Blue Moon Protect
• First Drop Forgiveness - Copay waived once per 3-year or greater term (required 3-yr minimum agreement)	✓		
• Annual Remote Applications Training	✓		
• AeroRemote® Insights – drop alerts and analytical dashboards	✓	✓	
• Software Upgrades	✓	✓	
• Panel Protection – covers accidental damage – \$5,000 CoPay per incident - unlimited incidents	✓	✓	✓
• Panel Coverage – covers normal use detector incidents (no drop)	✓	✓	✓
• Tube Coverage – no proration	✓	✓	
• Remote Technical Assistance – phone, remote access, includes network and configuration changes, Windows updates (as available)	✓	✓	✓
• On-Site Labor (provided by the dealer, KMHA, or Biomed - depending on how purchased)	✓	✓	
• Preventive Maintenance, Software Updates (provided by dealer, KMHA, or Biomed – depending on how purchased)	✓	✓	
• Parts Coverage – X-ray system, portable batteries, non-panel DR components	✓	✓	
• Parts Coverage – Imaging chain (controller, access point, docking station)	✓	✓	✓

Each plan is available in a Biomed version - for the facility that invests in training its own support staff in order to provide the initial technical support and perform all the on-site labor.

See Blue Moon for X-ray Systems - Descriptions of Lifecycle Elements and Blue Moon Agreement terms and conditions for additional details.

The plan benefits available with **Blue Moon** are shown below. Refer to the comparison chart to see what each plan level includes.

### **First Drop Forgiveness**

Available only with Blue Moon Prime or Elite, the copay for the panel replacement claim is waived for the first event in the three-year or greater term of the contract. This helps eliminate an almost certain but generally unplanned cost from accidental panel drops. Requires a minimum term of three years to qualify for the one-time benefit.

### **Annual Remote Applications Training**

Customers can schedule remote applications training for informative sessions customized to specific needs. Whether to help new technologists learn the software or provide an advanced review to a super-user, a remote training session can provide great productivity benefits to users of all levels. Two remote sessions per year are allowed. A typical session is two hours long.

### **AeroRemote® Insights – Remote Monitoring Services with Productivity Dashboards**

Active monitoring, live notifications, and usage analytics. Easy-to-use online dashboards include the following details: panel drop counts (not available on all models), component health indicators, OS notifications, exam counts, reject/repeat analysis, and exposure level statistics. Better manage AeroDR® investments by continuously monitoring for unexpected events and by recording usage details. AeroRemote enables immediate response to critical issues, can provide advance warning of coming concerns, and provides metrics on technologist usage and performance. Requires on-demand remote connectivity to take advantage of AeroRemote alerts and reporting features, where available. Requires CS-7 software version 1.35 or higher or Ultra software version 4.3.2 or higher.

### **Software Upgrades**

Access to the latest Acquire software version to keep up with system improvements and added features. Access to software updates means having the latest and greatest features and functionality to help maximize workflow efficiency and diagnostic capabilities. When available, software upgrades are administered remotely or during on-site visits. Does not include Windows OS upgrades.

### **DR Panel Protection – Immediate Replacement**

Whether used in an enclosure or not, the DR panel is covered. Should the DR panel stop working with normal use or due to an accidental drop or bump, it will be repaired or replaced – a replacement panel will be delivered immediately with available next-day service. With accidental drops or bumps, a co-pay of up to \$5,000 applies. Minimize downtime with the hassle-free replacement process. Panel damage due to liquid invasion is also covered.

### **Tube Coverage**

Should the X-ray tube fail while covered, a replacement will be provided at no charge and without prorating based on tube life.

### **Remote Technical Assistance – Phone, Network Settings, Configuration Changes, Screen Control Within The Software**

This benefit provides remote assistance when IP addresses or other configuration setting changes are needed. Remote screen control is used to better demonstrate system operation to users. 24/7 phone support is available to assist with any operational support or performance issues. Whether the day or evening shift, customers can get the dependable assistance they need with just a phone call. Phone support is the first step in problem resolution. Most of the time, a phone call is all that is needed to resolve the issue.

### **On-Site Labor, Preventive Maintenance**

On-site support from qualified service engineers to diagnose difficult problems or perform scheduled preventive maintenance. When a problem cannot be solved remotely, on-site coverage continues the support process to get the system working again. Trained engineers take over the troubleshooting so users can get back to patient care.

### **Parts Coverage – X-ray systems - X-ray System Components, Portable Batteries**

Normal wear and tear part exchange/replacement. Provides quick access to replacement parts when an unexpected problem occurs, minimizing downtime. Consumables, such as batteries, are not covered with the exception of mKDR Xpress™ portable batteries (Blue Moon Select and Prime only).

### **Parts Coverage – Imaging Chain - Controller, Access Point, Docking Station**

Normal wear and tear part exchange/replacement. Provides quick access to replacement parts when an unexpected problem occurs, minimizing downtime. Consumables, such as batteries, are not covered. (Blue Moon Protect, Select & Prime).

**For more information about these service plans, please contact your Konica Minolta Sales Representative.**

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