

A solid feeling of
confidence

Services for Computed Radiography Solutions



Agfa HealthCare assures you first-class service and keeps your CR systems in optimum shape

Choosing Agfa HealthCare's Imaging Service solutions for your computed radiography (CR) is a choice for peace of mind. Prevention is always better than a cure. Our mission is to not only provide you with an efficient planning and implementation process, but to also offer you a solid feeling of confidence during your CR solution's entire life-cycle.

Meet the challenges

At Agfa HealthCare, we understand the pressure to optimize productivity and increase patient throughput, not just in your radiography department, but hospital-wide. We anticipate your requirements and provide you with the services you need to meet the challenges you face.

This expanded, proactive life-cycle support for your CR solution enables you to:

- Accurately predict your CR solution's life-cycle costs
- Keep your configuration continuously current
- Maintain uptime as close to 100% as possible

Create a first-class environment

Choosing Agfa HealthCare's Imaging Service helps you create a first-class working environment at your hospital. As you plan long-term, this also allows you to enhance patient comfort and peace of mind.

First-class support

Expert support is an essential part of our total Imaging Service, because it offers you:

- Project management, including consultancy
- Staging, shipment, and on-site installation of hardware and software
- Configuration of installed software
- Acceptance testing of installed hardware and software
- User training on the installed system

Specific skills, specific services

Agfa HealthCare can also provide you with specific professional and technical services:

- Interface with existing DICOM-compliant equipment
- Image quality adaptations and optimization
- Workflow analysis
- Adaptation of default parameters
- RIS protocol codes configuration to increase productivity
- Quality control and quality assurance tools
- Dose monitoring

Empowered effectiveness

Increased system efficiency, maximized radiography assets – that's what Agfa HealthCare's comprehensive services bring you. Empowering you to be more effective, and giving you confidence in your daily operations.

DX-M
CR-12-X
CR-10-X
CR-15-X

Which services are right for you?

Agfa HealthCare offers different support packages that provide you with peace of mind. They all focus on ensuring maximum safety and quality for your CR system. We can also tailor a special package to fit your specific needs.

BASIC: “Up and running”

The Basic package contains preventive maintenance to give your department a solid operational foundation.

- + On-site preventative maintenance and repair parts for replacement.
- + Image Quality Assurance and consistency checks preserve the quality of your imaging examinations.
- + Security inspections and electrical safety checks for your CR systems.
- + Technical telephone support and remote support during business hours.

COMFORT: “Up-to-date”

The Comfort package includes the benefits of the Basic package, and adds on-site corrective maintenance and software updates to keep your system current to avoid operational interruption.

- + On-site corrective maintenance with factory trained engineers.
- + Priority phone and remote service response time, priority on-site arrival time, and extended on-site coverage time.
- + Software updates and hot fixes.
- + E-service requests and call history reports.

ADVANCED: “Up-front”

The Advanced package includes the benefits of both the Basic and Comfort packages, and provides extended support hours, on-site and off-site, for security against downtime at facilities with high demand and mission critical installations.

- + Extended coverage days and hours for mission critical CR systems.
- + Priority response time.

Service programs

Agfa is committed to safety and quality. Agfa HealthCare offers special quality control programs for your CR systems and components. AutoQC² and Auto QC Mammo are programs that allow to monitor the quality and dose efficiency of your CR systems. They meet most local standards.

AutoQC² is based on AAPM recommendations (American Association of Physicists in Medicine), Auto QC mammo meets the EUREF (European Reference Organization for Quality Assured Breast Screening and Diagnostic Services) recommendations and can be adjusted in a simple manner to local standards. These quality control programs allow to monitor quality evolution as well.

Remote services

Whatever service package you choose, Agfa HealthCare is ready to provide you with timely and competent assistance through our Remote Monitoring and Service Center.



Insight. Delivered.

Agfa HealthCare is a global leader in the fast growing market of integrated IT and imaging systems, offering healthcare facilities a seamless flow of information and a 360° view of patient care. The company has a unique, holistic approach, enabling it to provide in-depth clinical know-how and fully integrated hospital-wide solutions. These specialized solutions integrate IT and imaging systems for Radiology, Cardiology, Mammography and Orthopaedics. Agfa HealthCare's Imaging Services offer additional services to ensure the reliability and functionality of Agfa HealthCare's Computed and Direct Radiography solutions – providing peace of mind for radiologists, their staff and their patients. ■

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