
Agfa HealthCare's Services in the Spotlight at RSNA 2015



Tailored service offerings help hospitals manage people, processes and technologies

- Wide portfolio offers everything from equipment services, to cloud and managed services, to remote monitoring and financial services.
- Dedicated and expert Services teams support hospitals around the world to meet targets and goals.
- Hospitals can outsource, in whole or in part, IT systems, infrastructure and equipment, on-site or remotely.

(RSNA 2015, Booth #1315, South Hall) [Agfa HealthCare](#) announces that it will highlight its extensive [service offerings](#) and dedicated Services teams at RSNA 2015. As an integral part of the Agfa HealthCare solutions portfolio, the Services teams help healthcare providers to optimally and cost-effectively manage the people, processes and technologies that enable them to meet their targets and goals.

Efficiency and optimization

Agfa HealthCare offers a broad range of services, designed to meet the customers' specific objectives and strategies. These include implementation, training, integration and optimization services, consulting and advice, cloud and managed services, Global Remote Incident Prevention services (GRIP), and financial services.

The hospitals can partly or completely outsource IT systems, infrastructure and/or equipment; choose to have services run remotely or on-site: and opt for Software as a Service, pay-per-use, etc.

The Services teams can tailor Agfa HealthCare's high quality solutions to the customer's individual needs, for a customized implementation. They offer 24/7 oversight and monitoring, proactive incident prevention and resolution, infrastructure optimization, fast deployment and adoption of new technologies, status reporting and detailed alerts providing valuable insights into various areas of the hospital's operations, and much more.

Smooth operations and incident prevention

Agfa HealthCare's proven Services teams are supporting hospitals around the world. The 8-site hospital *Stiftung der Cellitinnen zur heiligen Maria* in Cologne, Germany uses Agfa HealthCare's ORBIS hospital information system (HIS), ORBIS radiology information system (RIS) and HYDMEDIA document management system, supported by Managed Services. "With Agfa HealthCare Managed Services, we have support 24 hours a day, seven days a week to help our systems operate smoothly without being dependent on internal resources," comments IT manager Frank Becker.

Across the world, in Brazil, diagnostic imaging group FIDI, which runs 24 public health sites producing 4.5 million images a year, relies on GRIP to identify and resolve potential incidents. "GRIP is resolving most issues before the IT team is even aware of them. Prevention is the key word with GRIP," says Armin Spirgatis, Superintendent of IT, FIDI.

"Because service is part of our DNA"

"With more than 40% of Agfa HealthCare employees involved in services, we can certainly say that service is in our DNA," comments Emanuel Mougeotte, Vice President Global Services of Agfa HealthCare. "We are present with our services in over 35 countries, where our dedicated Services teams offer proactive and highly efficient services. At RSNA, our services will be 'front and center' at our booth, and we look forward to explaining to visitors how we can help them to achieve their goals."

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