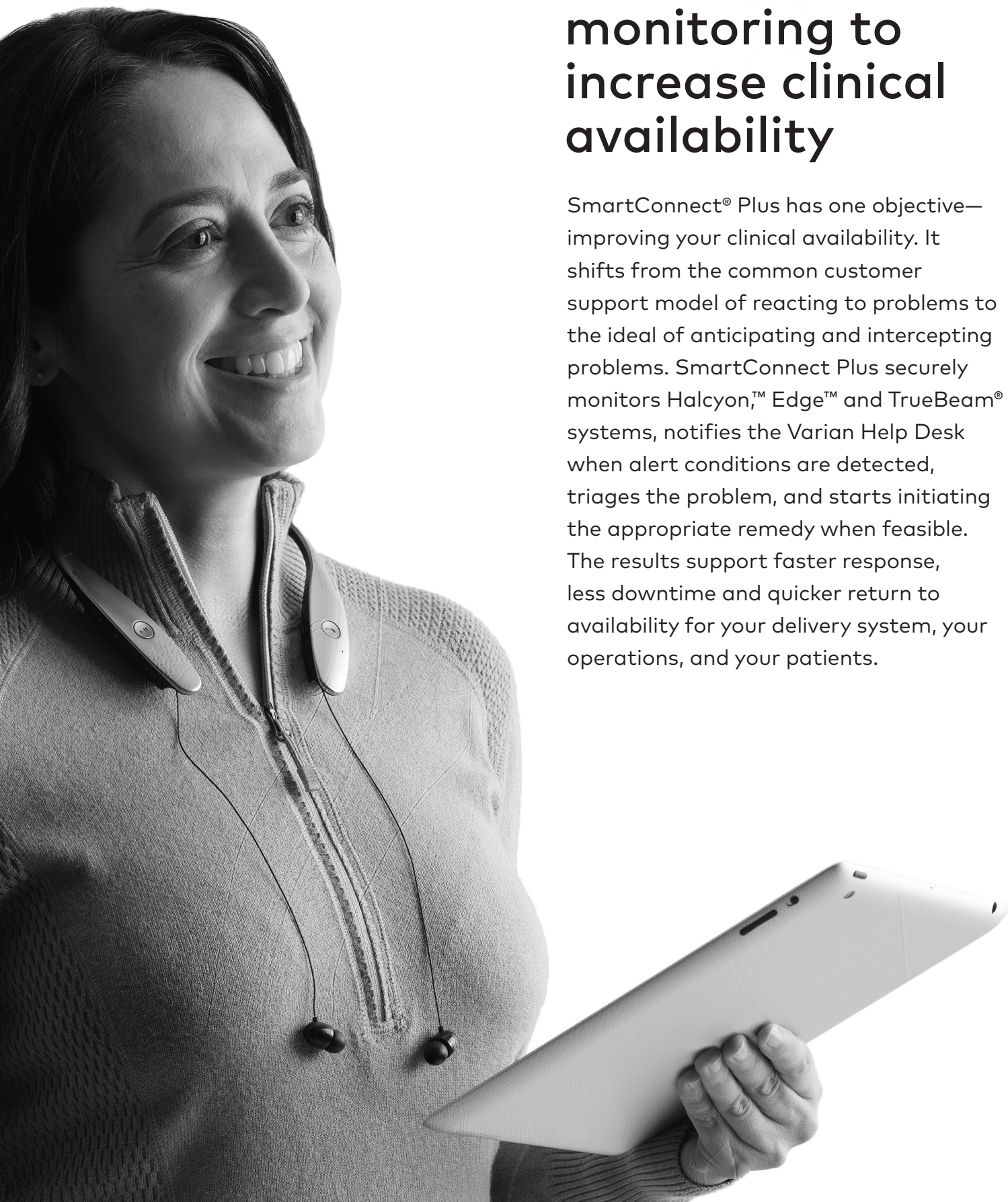




## Proactive monitoring to increase clinical availability

SmartConnect® Plus has one objective—improving your clinical availability. It shifts from the common customer support model of reacting to problems to the ideal of anticipating and intercepting problems. SmartConnect Plus securely monitors Halcyon,™ Edge™ and TrueBeam® systems, notifies the Varian Help Desk when alert conditions are detected, triages the problem, and starts initiating the appropriate remedy when feasible. The results support faster response, less downtime and quicker return to availability for your delivery system, your operations, and your patients.





### **Accelerated response with real-time alerts.**

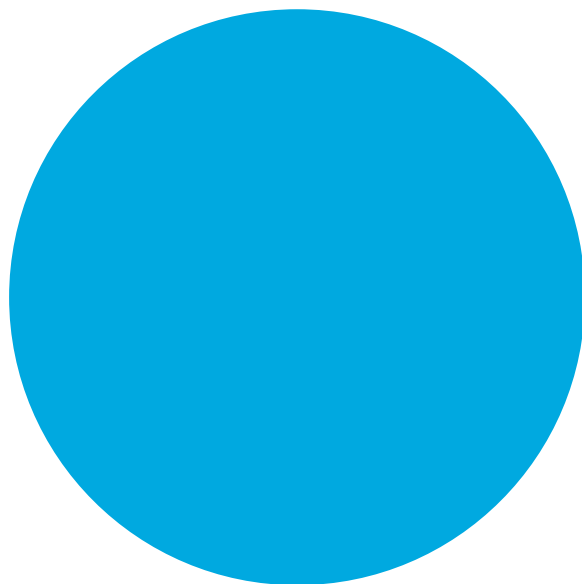
With SmartConnect Plus, there is no lag time in reporting issues. Where a clinic might call in a problem only after it recurs a few times, SmartConnect Plus reports the problem on first occurrence. Serious alerts go to the Varian Help Desk in real time so a resolution can be set in motion quickly.

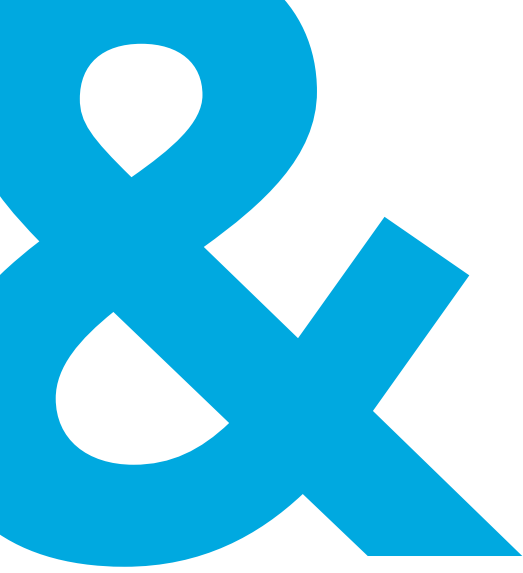
In some cases, Help Desk calls go in reverse—the Varian technical engineer contacts you when there is an issue to be addressed. Or when you call, the Varian Help Desk engineer already knows your issue, has the data at hand for rapid troubleshooting, and may already have initiated the solution.

### **More prepared service calls.**

At times, the issue can be resolved remotely. At others, the fix requires a service call. Upon receiving certain alerts, the Help Desk may quickly dispatch the field service engineer. This head-start response can save valuable time, especially in areas where field service engineers may be an hour or more away.

Armed with information from SmartConnect Plus and the Help Desk, the field service engineer arrives more prepared to solve the problem, often bringing the necessary parts. The benefit: less disruption to the clinical workflow for staff and patients.





**"Our therapists love SmartConnect Plus for TrueBeam. Most issues are resolved perfectly proactively. That's the beauty of it. We're a very busy clinic with long hours, and SmartConnect Plus saves everybody time."**

– Erli Chen, medical physicist  
Cheshire Medical Center, Keene, New Hampshire  
One TrueBeam system

### **Comprehensive monitoring.**

SmartConnect Plus monitors the functioning and performance of key components and subsystems affecting clinical availability using SmartConnect technology. These include power, vacuum, cooling, motion operations, beam generation, node connections, and multi-leaf collimator. SmartConnect Plus is a dynamic service. Varian clinical experts and engineers continually look for opportunities for monitoring to help maximize clinical availability and improve the performance of your Varian environment.

### **Trend spotting for proactive intervention.**

Fast response is good; prevention is the ideal. In addition to facilitating faster response to specific customer issues, SmartConnect Plus is a powerful service for recognizing trends, enabling early intervention, and potentially preventing downtime. It puts details of historical system performance for all TrueBeam and Edge systems operating anywhere in the world at the finger tips of Varian Help Desk and field service engineers and allows them to drill down into faults and analyze patterns and causes. Varian is the only service provider providing this advanced level of protection.



**"I'm the only medical physicist in my department. I value the reassurance that SmartConnect Plus provides in that there are other physicists and the service engineers who can support me right away."**

– Alois Ndlovu, medical physicist  
Hackensack Medical Center, Hackensack, New Jersey  
Four TrueBeam systems

### **Your security, our priority.**

When enabling any remote service solution, your first concern must be the security of your data and network. Your security is Varian's first concern, too.

SmartConnect Plus monitors your systems' database, without accessing patient information. The information is reported to Varian by its serial number, rather than the name of your clinic. Additionally, Varian meets the stringent data privacy standards required by regulatory bodies:

- U.S. Health Insurance Portability and Accountability Act (HIPAA). As your manufacturer, we follow HIPAA privacy regulations for the transfer, handling, and sharing of protected health information. We design our products to help you comply with these regulations as well.
- Local information security and privacy laws. We comply with laws as required by the countries where we operate.

Varian has a detailed policy that governs how employees obtain, utilize, store, transmit, and protect confidential information. All service employees receive regular training on their roles and responsibilities. Access to the information collected from customers is strictly managed so that only those who need the information for troubleshooting and problem resolution can access it.

### **SmartConnect Plus, only from Varian.**

Ultimately, SmartConnect Plus is designed to reduce downtime, an important factor for increasing patient satisfaction as well as the efficiency and productivity of your clinic. SmartConnect Plus is available with most Varian service contracts. Contact your district manager to schedule its installation at your clinic.



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#### **Intended Use Summary**

Varian Medical Systems' linear accelerators are intended to provide stereotactic radiosurgery and precision radiotherapy for lesions, tumors, and conditions anywhere in the body where radiation treatment is indicated.

#### **Safety**

Radiation treatments may cause side effects that can vary depending on the part of the body being treated. The most frequent ones are typically temporary and may include, but are not limited to, irritation to the respiratory, digestive, urinary or reproductive systems, fatigue, nausea, skin irritation, and hair loss. In some patients, they can be severe. Treatment sessions may vary in complexity and time. Radiation treatment is not appropriate for all cancers.

Not all features, products or training are available in all markets. Benefits provided subject to change without notice.

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