

# Responsive and Professional Support that Maximizes Your Assets Utilization and Lifespan



As the largest independent service organization in Canada, we have the necessary scale, resources, and infrastructure to support our customers with highly trained service technicians, an extensive global supplier network and technical partners.

We are an independent objective partner supporting your decisions with respect to Diagnostic Imaging equipment.

We continue to grow and strengthen our commitment ensuring we provide the best in timely and knowledgeable professional service. Christie Innomed is well positioned to provide unique and cost-effective Diagnostic Imaging service solutions to the Canadian healthcare community.

Choosing Christie Innomed to manage your different modalities and vendors, you will benefit from service-level consistency and greater cost-efficiencies.

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**You focus on patient care. We handle the rest.**

Leave your diagnostic imaging and biomedical equipment support needs with a single trusted service provider.



Parts Procurement/Repair



Contract Management



Quality Management



Technology Assessment



Dedicated Support

## Technical Centre of Excellence



Christie Innomed has created the **Technical Centre of Excellence (TCoE)** in Montreal and Toronto. The TCoE centralizes national experts providing proactive and responsive support in addition to the infrastructure needed for our customers and our Field Service Team.

With this level of support, our service team has the ability and backup to resolve equipment technical issues.

## High Quality Maintenance Service

We have experience with large Multi Vendor Service (MVS) contracts and currently oversee equipment from most major manufacturer. We have experience with:

- ✓ G.E.
- ✓ Siemens
- ✓ Canon (Toshiba)
- ✓ Philips
- ✓ Hologic
- ✓ Carestream
- ✓ Shimadzu
- ✓ Fujifilm

We bring a level of flexibility and contract customization to each account that other vendors cannot. Christie Innomed has the ability to provide full-time on-site Diagnostic Imaging Service Technicians. These technicians may be dedicated to our customer sites and will significantly improve our call response time which results in reduced downtime and increases productivity.

We also have the ability to provide remote monitoring and diagnostic services on modalities such as MRI, CT, IR, and PET/CT regardless of the OEM, provided the modality supports this functionality. Other parties can only provide remote monitoring and diagnostics on their own equipment or not at all.

**Let's start a conversation focused on solutions!**

Discover how consolidating equipment maintenance can help you **preserve cash** and **increase service levels**.



# 85+

Certified technicians coast-to-coast



# 1500+

Serving hospital & clinics in Canada



# <50%

Customers use their full entitlements of their OEM contracts



# 100%

Canadian owned and operated