

Healthcare Sector Workflow & Solutions Division

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Siemens wins \$135 million service contract from one of the largest U.S. clinics

Seven-year contract awarded as an extension to a previous eight-year agreement

The University of Pennsylvania Health System, one of the largest health systems in the United States, has awarded a \$135 million contract for Integrated Service Management to Siemens Healthcare. Over the next seven years, Siemens will be servicing and ensuring around-the-clock availability of diagnostic systems and bio-medical devices from diverse manufacturers in the customer's various hospitals. While the diagnostic systems involved include MRI scanners, CT scanners and ultrasound systems, the second group comprises, for example, laboratory systems, surveillance monitors and anesthesia units. Many diagnostic systems are constantly monitored via a data link for remote services. This can make it possible to prevent or repair faults without having to dispatch a service engineer to the installation site. Another important aspect of Integrated Service Management is that Siemens provides consulting services to the clinic on workflow optimization and offers advanced training for service engineers and operating personnel. This new contract represents a continuous extension of the preceding eight-year service agreement.

According to U.S. News & World Reports, the University of Pennsylvania Health System ranks among the 10 best hospitals in the U.S. "We decided to continue our long and productive relationship with Siemens after a rigorous review process. Siemens will help us deliver safe and cost-effective care," said Kevin Mahoney, senior vice president and chief administrative officer of the University of Pennsylvania Health System.

"Integrated Service Management is a very important market. We see a relatively high worldwide growth potential for service contracts which provide the customer with an on-site central contact in his organization, who can manage every type of service event," said Tom Miller, CEO of the Workflow and Solutions Division of Siemens Healthcare. With proactive maintenance solutions, Siemens offers its customers extremely high availability levels and is, for example, technology

leader in remote service solutions for medical devices. Siemens has secured the leading market position and the largest installed base in medical imaging and laboratory diagnostics.

The **Siemens Healthcare Sector** is one of the world's largest healthcare solution providers and a leading manufacturer and service provider in the fields of medical imaging, laboratory diagnostics, hospital information technology and hearing instruments. Siemens provides its customers with products and solutions for total patient care under one umbrella – from prevention and early detection to diagnosis, therapy and aftercare. By optimizing clinical workflows oriented toward the most important clinical pictures, Siemens also strives to make healthcare faster, better and, at the same time, less expensive. Siemens Healthcare currently has some 49,000 employees worldwide and is present in more than 130 countries. During fiscal 2008 (ending on September 30), the Sector achieved a total sales volume of 11.2 billion euros and net earnings of 1.2 billion euros. For more information, please refer to: www.siemens.com/healthcare.