VISION RT SERVICE & SUPPORT

MAXIMIZING YOUR PRACTICE AND PATIENT BENEFITS

visionrt

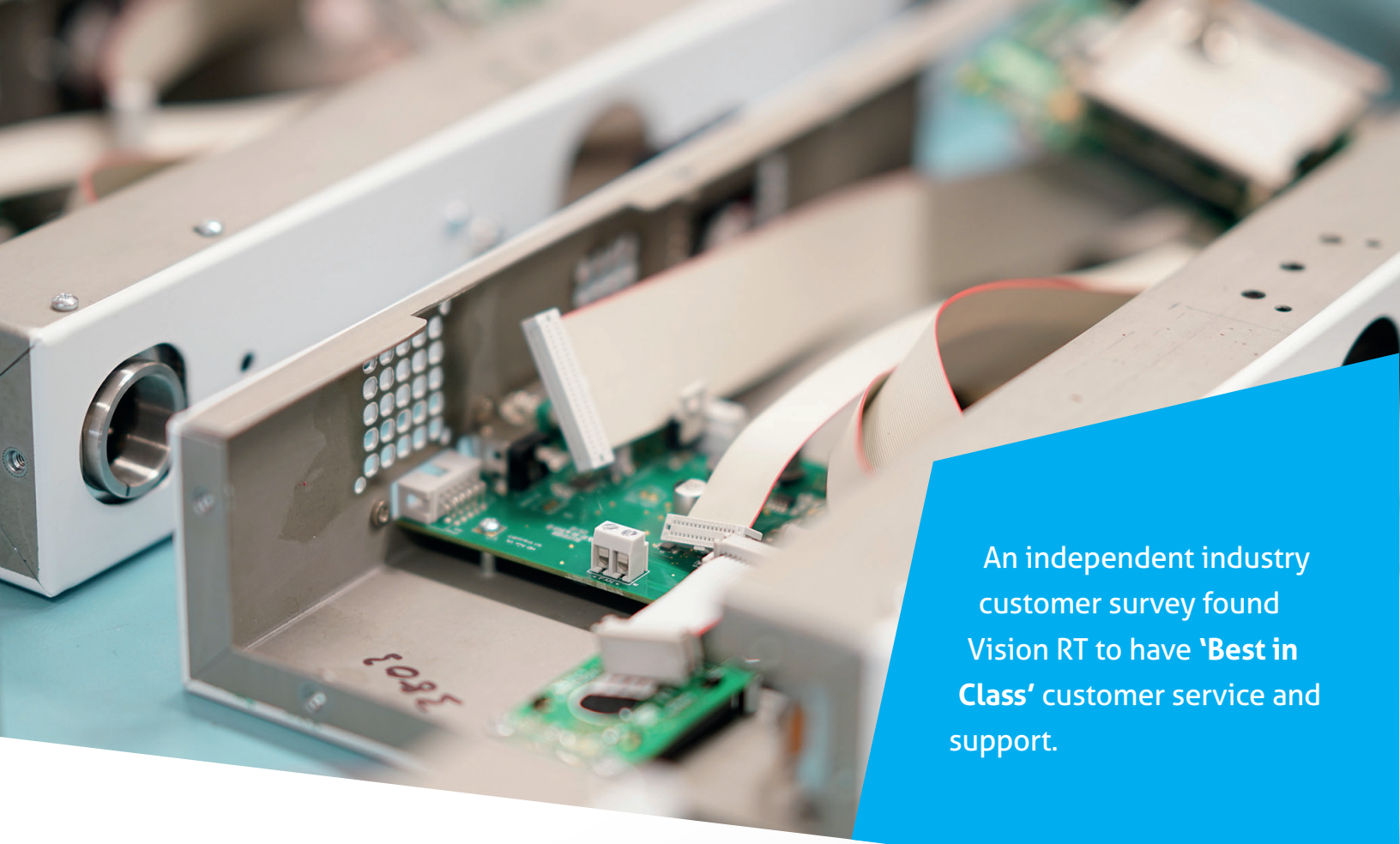
Defining the Standard of Care in
SURFACE GUIDED RADIATION THERAPY

We designed and built your systems. No one knows them like we do.

VISION RT SERVICE & SUPPORT

You invest significantly in your Vision RT systems, through your initial purchase but also through training and integrating with your other systems.

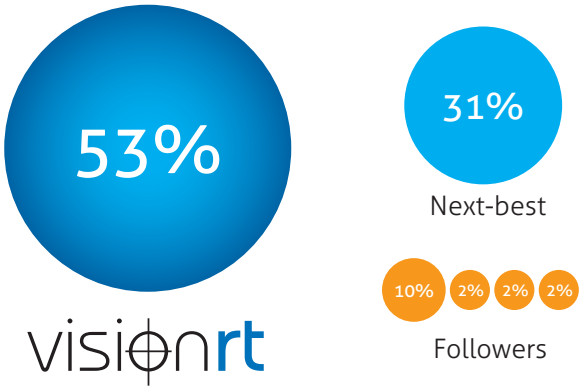
We value your investments and are committed to ensuring the best possible adoption and support path for you, thereby enabling the realization of the clinical and patient benefits. We want to give you the confidence that your systems will continue to deliver for your clinic, your team and your patients.



An independent industry customer survey found Vision RT to have **'Best in Class'** customer service and support.

Independent customer research shows market-leading results for Vision RT, the leading supplier of SGRT, in comparison to other companies in the radiation therapy market.

Vision RT was named "best in class" for customer service / support by 53% of participants with various other well-known radiation therapy suppliers making up the remainder. Customers cited product quality, clinical evidence, and quality of service and support as the three main reasons for choosing Vision RT.



The research was performed by ISO27001 accredited agency Savanta (formerly Circle Research), which involved in-depth questioning of 90• users of SGRT technology across the USA, Europe. and Australia.

FIELD SERVICE ENGINEERS

The Vision RT Field Services team is comprised of **highly experienced** product experts who understand all technical elements of the Vision RT systems. The team is focused on ensuring the best possible experience from the order being received, to installation and on-going support. Our sole aim is to get your team and systems up and running as soon as possible and achieve our **industry leading 99% availability** target through remote and on-site support.

INCLUDING:

- Ongoing factory training on our latest technical developments
- Most current software revision and updates
- Robust repair and planned maintenance procedures
- Exclusive access to proprietary tools, calibration fixtures and diagnostic software

CLINICAL APPLICATIONS TEAM

The Vision RT Clinical Applications team is primarily comprised of former **radiation therapists** who used AlignRT/OSMS clinically. The Clinical Applications Team is passionate about the Vision RT products and bring their **clinical expertise** to every training they conduct -- offering valuable knowledge, feedback and assistance in **developing protocols** that fit each clinic's specific needs.

Clinical Applications provide AlignRT Training

Phases 1, 2 and 3 are included with the purchase of a new AlignRT system.

PHASE 1

Initial AlignRT training conducted at an interactive Vision RT training facility over 2 days. This ensures key clinical users have an in-depth training of their purchased Vision RT system.

PHASE 2

Remote session to ensure application knowledge has been transferred in preparation for Phase 3 training.

PHASE 3

On-site training to provide feedback during first patient treatment and assist with developing protocols and clinical workflows.

1st Year Post Training Warranty Support Visit

Clinical Applications Specialist assists in further clinical implementation of AlignRT/OSMS and helps solidify knowledge transfer from initial training.

Bi-Annual Follow Up

Clinical Applications Specialist will contact you twice a year to ensure you have all the answers to any questions or concerns you may have about your system.

Annual Training

For new or experienced clinical users, keep your team up to date and expand the usage of your AlignRT/OSMS system.

COMPREHENSIVE SERVICE & SUPPORT CONTRACT

Why buy a service contract?
Vision RT's Comprehensive Service & Support Contract protects your investment and comes with the confidence of knowing you have an assigned Field Service Engineer and Clinical Applications Specialist to contact for help remotely or onsite, ensuring the best possible system uptime and on-going clinical adoption. It's that simple.

Response & Uptime	
99% uptime KPI	Vision RT has 99% uptime as a key performance indicator for our service and support team.
24x7x365 telephone incident logging	An incident can be logged when it is convenient for you and not limited to just business hours.
Engineer On-site Next Business Day	If an on-site service is required a field service engineer will be there the following business day.
Call Back Response Time < 1 Hour	During standard hours, support representatives are available to assist you and response times are under 1 hour.

Field Services Support	
Assigned Named Field Service Engineer (FSE)	A primary field service engineer will be accountable to your site.
Telephone Technical Support	Our system experts are available remotely to ensure you get the help you need quickly and effectively.
Remote Technical Support	Knowledgeable experts have remote access to your system to provide immediate support with minimal downtime.
After Treatment Onsite Service	Vision RT understands that your patients and their treatment come first. That's why our team of local field service engineers work with their sites to provide post-treatment onsite support to limit disruptions to patient workflow.
Emergency Breakdown Visits	If a site visit is required, your engineer will be onsite the next business day.
FSE Travel expenses	All FSE travel expenses as they relate to covered repairs, such as hotel and airfare.
Spare Parts & Labor	Spare parts and labor for all covered on-site repairs.
Regional Parts Distribution Centers	Parts available on site quickly.

COMPREHENSIVE SERVICE & SUPPORT CONTRACT

Peace of Mind

Service contract customers know that issues will be addressed in a timely manner with little effort from them.

Software	
All Software Updates	Vision RT defines software updates as minor revisions and bug fixes.
All Software Upgrades	Vision RT extends its spirit of innovation to its customers through a yearly software upgrades that improve usability and enhances the end-user experience. Software upgrades are defined as enhancements to existing functionality.

Clinical Applications Support	
Regional Clinical Applications Specialist (ClinApp)	Every site will have a primary Clinical Applications Specialist assigned to its facility for regional support.
Bi-Annual follow up	Your regional Clinical Applications Specialist will contact you every six months to ensure you have all answers to any questions or concerns about your system.
Remote Clinical Support	We provide access to clinical therapists who are available to assist with patient workflow, procedural processes, and application utilization to help you focus on what matters, your patients.
Training for upgrades	In conjunction with software upgrades, your Clinical Applications Specialist will provide training for all software upgrades to ensure you are utilizing the enhanced features to your advantage.
Telephone Clinical Applications Support	Our system experts are available remotely to ensure you get the help you need quickly and effectively.
Remote Clinical Applications Support	Our engaging and knowledgeable experts have remote access to your system to provide remote support ensuring you get the most out of your system with minimal downtime.

Annual Inclusions	
Annual Planned Maintenance (PM)	Accuracy and dependability are important. Your system will be serviced by a trained technical expert to ensure your system operates at peak performance.
Annual Training	To help you get the most out of your investment, Vision RT offers an annual training credit to help your staff increase adoption, grow utilization, and leverage best practices that have been developed with the combined experience of thousands of sites.
Advanced Camera Optimization (ACO)	This is an enhanced optical setup of the AlignRT system utilizing a precision manufactured ACO calibration plate and multiple images.
Clinic Marketing Pack	This is a customizable, turnkey pack with a full range of material for a multichannel marketing campaign.

Maximize the Return on your AlignRT Investment

VISION RT MARKETING PACK

With AlignRT's patient education materials, you can:

Rapidly deploy a proven campaign for patients and referring physicians

Achieve differentiation in your market

Access turnkey, customizable materials

Note: Options with and without manufacturer brand names available.

ADVANCED CAMERA OPTIMIZATION (ACO)

ACO provides an enhanced optical setup of the AlignRT system through acquisition of multiple images of a precision manufactured ACO calibration plate. Trained service engineers capture the images throughout a volume designed to incorporate all typical treatment surface locations.

Proprietory tools have been developed to allow our engineers to optimize the optical settings of the system.

Improving the quality of the optical and camera model can provide more accurate and stable surface reconstructions, resulting in more stable monitoring for all treatments.

Enhanced Optical Setup of the AlignRT System

"Prior to ACO, the offset magnitude for non-zero table positions … was found to increase with increasing distance from isocenter to the anterior patient surface. After ACO, … the dependence on isocenter location was eliminated."

Covington et al. Submillimeter Monitoring of Intrafraction Patient Movement with Optical Surface Imaging, AAPM 2018 Abstract

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