Vue Cloud Services

Service Expectations

VIRTUAL COLLABORATION WITH INFINATE SCALABILITY

IN THIS DOCUMENT

Cloud Support Strategy

Thank you for your recent subscription or continued patronage of services from Carestream Health's Vue Software-as-a-Service product portfolio.

Our goal is to deliver the best consumer experience around the world and empower you with tools to effectively manage technical service requests. The process is for opening and tracking technical support service requests for your Cloud services by phone, web, or chat. As for the service that follows each request, you can count on the same responsive and thorough support that you have always received.

Cases that require escalation will be managed by our staff that will get the right personnel involved to get your issue addressed. Once that process is started, our responsibility is to keep you informed of the progress each step of the way.

Greater Freedom Means Better Care.

CARESTREAM Vue for Cloud Services is a strategic healthcare information system that delivers simplified, secure, regulatory compliant IT services on a pay-as-you-go basis. It frees your team from the burden of IT management - allowing you to dedicate more time to patient care initiatives. Vue for Cloud employs state-of-the-art cloud computing, streamlines workflow, and integrates seamlessly with regional healthcare information systems.

Combining our Cloud PACS, archive, and share resources provides dependable data protection and transparent access regardless of the source.

We combine the reliability of a company with a 100 year history in medical imaging with the latest in healthcare IT technologies. With our proven platform and dedicated organization, we supply services that can meet your needs. .

Anytime, Anywhere

Empower radiologists, clinicians and referring physicians with anywhere, anytime access to information. .

24/7 Support

Gain access to a highly available and secure infrastructure, monitored and supported 24/7 by IT experts with clear service level agreements

Vue Cloud Community

Instant Access for Virtual Collaboration

Carestream's Vue Cloud Community is a secure, single point of access to images and a global worklist for our Vue Cloud customers. The Cloud Community Web portal gives our customers the ability to create a community of approved radiologists, specialists or referring physicians and offer a virtual workflow to view exams, access tools, review a patient portfolio, collaborate on diagnoses and treatment, obtain second opinions, enable sub-specialty reading or view real-time department performance.

- ➲ Carestream's Vue Cloud Community is your single point of access to the tools you need to diagnose exams, review a patient portfolio or view real-time department performance.
- ➲ Carestream's User Group is a destination for healthcare information solutions customers to connect and collaborate.

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- ➲ Share your knowledge and get input from peers.
- ➲ Access to powerful online communities and tools.

Use this overview to discover the best destination for you. Registration and sign-in are required to access these websites.

JOIN NOW

CLICK HERE

Severity Level Guidelines

Focused on your success

Severity 1: The service is not delivered, and requires an immediate solution. Incident widely impacts customer operations.

Response	Fix Time
15 min	8 hrs

Severity 2: The service is delivered with limited functions or severe degradation.

Response	Fix Time
1 Hour	24 hrs

Severity 3: The service is delivered with limited function or constraints which are not critical to the overall working of the system.

Response	Fix Time
24 hrs	120 hrs

Severity 4: Question related to the use of the service or operation, or requests for changes in the services.

Response	Fix Time
2 Days	N/A

TECHNICAL SUPPORT
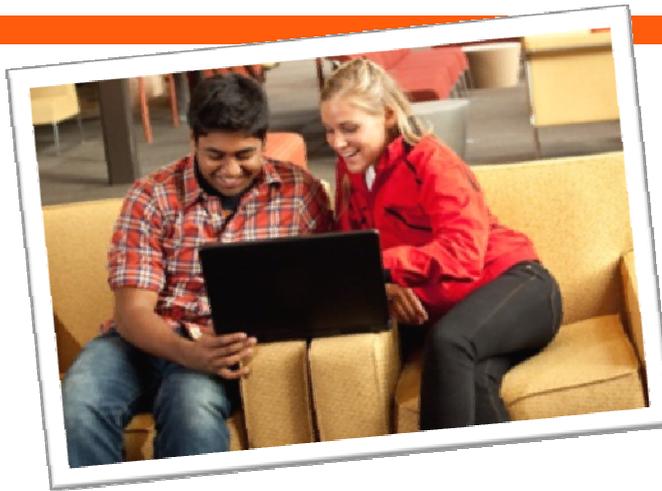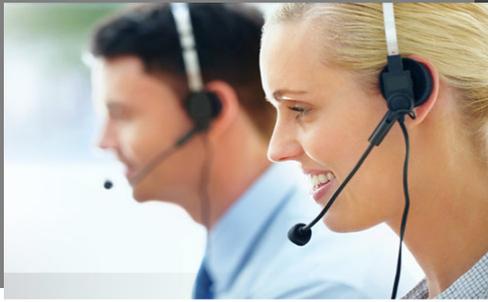
Expert Support

Commit to you that we will try to resolve your issue as fast as possible. Indicate what actions will be taken and provide you with a plan for how the issue will be handled. Follow-up to ensure your needs have been met.

Commitment

Our employees make a personal pledge to be a champion for your success

FAST FACTS

99%

Of all software support requests can be addressed remotely.

99.9%

SLA for Vue Cloud Services

FOR MORE INFORMATION

CLICK HERE

Create a Cloud Account

This service should be used to get a quick update on a cloud users requests.
Web Request
Available: M-F 8am – 5pm EST

Technical Support Tips

We know that reaching your success depends on selecting the right people and services. Our worldwide technical services team works diligently to ensure your service is running at its peak performance. We provide complete peace of mind, so you can focus on what's most important—your patients.

If technical support is needed, there are 3 methods to quickly process your request. In any event, please have your K# available.

- ➲ **Phone Support: 1-800-328-2910**
- ➲ **Online:** Web Support Request
- ➲ **Live Chat:** Live Stream Chat

24/7 Phone Support

For Sev1 critical situations where you need to speak to an engineer immediately regarding Carestream Cloud Service, use the **Phone Support: 1-800-328-2910**
Available: 24x7 / 365

Web Support Request

Online service request are available for all Severity 2, 3 and 4 issues. This tool lets you describe the issue in your own words and will route your service request to an appropriate engineer as fast as possible.
Web Request
Available: 24x7 / 365

Live Stream Chat

This service should be used to get a quick update on a recent service request or to answer general questions
Live Chat
Available: M-F 8am – 5pm EST

Planned Maintenance

Planned maintenances are sometimes required for maintenance purposes (upgrade, corrective action, etc.). They are done within the most appropriate period, depending on the working hours and type of customer activity, to minimize any adverse impact. Whenever possible, these maintenances are done remotely.

Scheduled Downtime

Scheduled downtimes are planned maintenances requiring a downtime.
IMPORTANT: Vue Cloud has a target of a maximum of 96 hours (4 days) of scheduled downtime per year. The maximum number of scheduled downtime is to be considered per customer—a scheduled downtime may not always impact all customers. Scheduled maintenances with no downtime are out of scope.
• Impacted customers are informed at least two weeks before the maintenance period of when the schedule downtime should happen and how long it could last.
• A reminder is sent a few days before the scheduled maintenance.

Availability of Service

Carestream is committing to the following monthly based availability.
• 99.0% for services delivered with single CSAP—maximum of 7.5 hours of unscheduled downtime per month.
• 99.9% for services delivered with a clustered CSAP—maximum of 43 minutes of unscheduled downtime per month.
• 99.0% for the web portal delivered by the data center servers.

Customer Commitment

Our focus is your success

When you succeed, we succeed. As our valued customer, you are the beginning and the end of everything we do. We understand your needs and exceed your expectations. Our employees make a personal commitment to deliver the best customer experience in the industry through consistency in our daily work and interactions with you. .

The eXceed Commitment means being a CUSTOMER CHAMPION:

HELPFUL - We will be helpful to you at all times, and make decisions with your best interests in mind.

EXCEED - We will exceed your expectations in ways that are valuable to you, going the extra mile to ensure your experience is the absolute best it can be.

RESPECT - We will treat you with respect. We will explain issues clearly, listen to you and never talk down to you. We will maintain a professional appearance and use appropriate language in front of you.

OUTSTANDING - We will provide you outstanding performance, delivering you the best customer experience by working to our maximum potential —

FOR MORE INFORMATION

CLICK HERE

Let us know when a Carestream team member exceeds your expectations and nominate a champion.

Please Note: You may receive a phone call asking you to complete a 5 minute **eXceed** Customer Experience Survey within 10 days after closure of a service order. Your candid and insightful voice is extremely important for aligning our Service & Support processes with your business needs. If contacted, we would appreciate you taking the time to complete the survey. If there is ANY reason why you would not recommend our brand to others, I would like to speak with you directly to try to understand or escalate your concerns before you are contacted.

Carestream

Vue Cloud Services

150 Verona Street
Rochester, NY 14608

Carestream manages 100% of your data, giving you the confidence of a dedicated support team—and that's liberating.

COMPLETE CONFIDENCE.

There's strength in numbers—so you'll be glad to know that Carestream manages over 250 sites and 30 million studies stored in 10 cloud infrastructures globally. And we continue to grow. Our data centers are managed by experts who are leaders in the field—they have extensive knowledge in project management, integration, training, data migration, and technical support. We've got all the right certifications. With all this in place, plus 24/7 Remote Management Services monitoring your system, you can choose Carestream with confidence.

Check with your local Carestream representative for availability of Vue Cloud services in your country.

www.carestream.com/cloud

Vue THE NEW BENCHMARK IN HEALTHCARE IT.

Carestream