

# Enabling you to focus on patient care.



**ZEISS OPTIME service agreements**



[zeiss.com/meditec/customerservice](https://zeiss.com/meditec/customerservice)

Seeing beyond



## Enabling you to focus on patient care.

Innovative technology will need maintenance and service to support consistent performance. Benefit from ZEISS Customer Service to focus on what matters for clinic or practice: **offering great patient care.**

### **Reliable**

**To support clinical and practical needs**

### **Transparent**

**To manage performance and costs**

### **Connected**

**To benefit from having a partner in the digital world**

Robust instruments are at the core of operating a clinic or practice efficiently. It's the service supporting the instruments that enable our customers to focus on their patients.

ZEISS OPTIME service agreements offer preventive maintenance and skilled repair help to ensure a reliable uptime of your instruments. But it is far more than maintenance of instruments, it's about managing practice or clinic in a transparent way by using data and getting access to connected resources and trainings.



# Reliable

To support clinical and practical needs.

With decades of experience in supporting clinical and practice needs, our company trained global service team enables our customers to focus on patient care. Availability of resources around the globe whether in person or online, helps to ensure uptime of devices whenever needed.

- We have **175 years of experience** to call upon in supporting clinical and practice needs.
- Our global service team with **more than 1.000 of engineers and service specialists** support that devices work whenever needed.
- Our **constantly trained and broadly experienced professionals** work with transparent and defined processes.





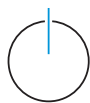
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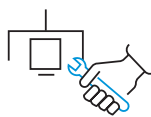
**Titel First Name Last Name**  
Position  
Institution, Country



**Global service  
team present in  
35 countries**



**More than 10.000  
devices installed  
per year**



**More than 50.000  
devices preventively  
inspected, maintained  
or repaired per year**



**About 200.000  
Customer-Care-Tickets  
per year**



**Perfect logistics  
around the world  
from day to day**



# Transparent

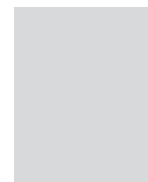
Managing instrument performance and costs

Our customers profit from transparent processes in our service world. We share our knowledge and experiences along the end-to-end service processes to gain data-driven insights for clinical processes.

- Our service organization offers **data-driven processes** along the service journey and **monitors the performance** with state-of-the-art IOT solutions.
- Each interaction creates a data point making efforts trackable in real-time dashboards.
- Every process step is captured in real-time dashboards that deliver valuable insights for both our customers and us.
- We transparently **track** our **service operations, logistics**, maintenance and manage the documentation.
- Continuous and traceable reports allow our customers and our organization to **analyze and optimize our service performance**.
- Our transparency helps to **find the right agreement** for customer requirements and will help to manage costs.



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**Digital tools & apps for engineers and customers to optimize workflows**



**50 dashboards to manage the workflow**



**Digital & transparent end-to-end processes incl. service portal & 300 service documents**



**ZEISS original spare parts, consumables, loaners are available**



**Training participants in 200 class-rooms & digital trainings**





# Connected

Benefit from having a strong partner in the digital world

Our mission is always to be personally and digitally connected with both, our customers, their equipment and within our organization. Therefore, we manage our partnerships with the latest available digital technologies.

**Our range of online service offerings allow our customers to be connected with us – whenever needed.**

- **Multiple communication channels** to get support any-time with serviceline, app, platform, email, webchat
- Instrument connectivity for **efficient management of workflows.**
- Dedicated support **for integration of instruments** into customers digital environment.
- **MyZEISS platform** with centralized access to service tools, instrument administration and learning options.





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92 % with a rating:  
9 out of 10 &  
10 out of 10



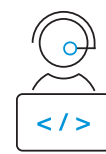
300.000 devices  
globally serviced  
by ZEISS



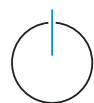
More than 50.000  
service operations



30.000 preventive  
maintenances



1.000 remotely  
serviced devices



Over 5.000 installed  
workflow solutions



# ZEISS OPTIME

Customized service plans for customer needs

Our tailor-made agreements offer modular services to help prevent unplanned downtime and support our customers run business smoothly. With each interaction, whether in person or through digital tools we want to reach one goal: to enable our customers to focus on patient care.

ZEISS OPTIME is our loyalty program. Our OPTIME customers benefit from priority treatment to enjoy carefree working and avoid impairments with sustainable conviction.

We support clinical and practical processes with our services far beyond warranty. A broad range of service offerings can be bundled into individual contract – based on specific customer needs.



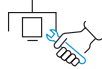









**That's what ZEISS OPTIME is all about.**





## Service offerings of Carl Zeiss Meditec AG

schematic may differ from country to country depending on local regulations and offers

												
<b>OPTIME</b>	Digital Apps	Remote support	Preventive Maintenance	Corrective Maintenance	Upgrades	Updates	Consumables	Spare parts	Loaners	Integration/Migration Support	App. Support	Biomed Training
complete	■	■	■	■	Add-on	■	■	■	Add-on			
advanced	■	■	■	■			■					
prevent	■	■	■									
No Contract	Education only	Limited 15min	Time+ material	Time+ material		Time+ material	Time+ material	Time+ material		Time+ material	Time+ material	Time+ material



You would like to benefit from the ZEISS OPTIME Service Agreements?  
Scan the QR Code and contact us.

- Mandatory content elements: in black
- Variable content element: marked red
- Optional content element: marked green



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**en-INT\_37\_010\_00201V** Printed in Germany. CZ-VII/2023 **International edition: Only for sale in selected countries.**

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