



A Spotlight On Service

Experience the Fujifilm Difference

Welcome to the Fujifilm Family!

At Fujifilm we're passionate about delivering a quality service experience. The installation of your new Fujifilm equipment is just the beginning. We are dedicated to building a long-term partnership to help you achieve the best performance from your medical imaging equipment.

Your Fujifilm Service Agreement

The Fujifilm service portfolio offers a flexible, comprehensive package of solutions which is designed to deliver quality support and reliable response. We will work with you to provide a service agreement which is right for you and your team.

A Fujifilm service agreement offers multiple benefits:

Benefits to Your Staff and Patients

- Maximise your patient throughput with improved workflow
- Deliver continuity of service
- Reduce the impact on your staff and patients with planned downtime
- Feel confident of fast, reliable service
- Fully compliant service standards and procedures protecting staff and patients
- Friendly, experienced engineers
- Maintenance servicing scheduled to suit your needs
- Give your staff peace of mind with dedicated UK service centre support

Benefits to Your Organisation

- Protect your investment
- Increase your system performance, uptime and productivity
- Match your service support solution to your requirements
- Maintain compliance through ISO certified management systems
- Maximise your return on investment
- Lower your total cost of ownership
- Guaranteed genuine Fujifilm parts and software



What Makes Fujifilm Service Different?

The Service Team will ensure you feel confident in your Fujifilm equipment at all times, offering experienced, reliable support and a personal service.

Direct Engineer Connection for Technical Enquires

Dedicated UK engineers answer all incoming technical and breakdown calls to quickly and efficiently identify your issues and deliver fast solutions.

UK Service Centre for Routine Enquires

Our UK based Service Centre manages all your preventative maintenance, software updates and professional training requirements.

Technical Support

Fast technical support is delivered by our remote clinical applications specialists and engineers, meaning you are only ever a phone call away from expert advice and assistance.

Experienced Engineers

A national network of over 30 Fujifilm field engineers provides rapid response to all UK locations.

UK Training Suite

Our centrally located Bedford Training Suite offers the opportunity for both Fujifilm customers and staff to undertake pre-installation and engineering training in a safe environment that doesn't impact clinical settings.

Compliance

Fujifilm strives to attain the highest quality of compliance certification in the healthcare industry. We are dedicated to ensuring all our standards and procedures operate to the maximum criteria of quality and compliance.



What Our Customers Say

I was very impressed with both the project manager and the engineers, who provided exceptional, flexible support during our complex build. During installation and in the early days of use the applications specialist became part of the mammography team!

*Karen Hopkins, Lead Breast Radiographer
Ysbyty Gwynedd, Bangor, North Wales*

Uptime has been excellent – exceeding the Trust's expectations. Any minor technical issues have been dealt with promptly – resolved in general at the first engineer visit

*Diane McFeeters, Operations Manager,
East Surrey Hospital*



The training and support we have had from Fujifilm both during the installation and since the equipment went live has been excellent, and our applications specialist is always available when we need some support.

*Rebecca King, Imaging Manager
BMI Blackheath Hospital*

Our two dedicated ED rooms are both Fujifilm, and it's really important we keep downtime to a minimum. We have found the Fujifilm service team to be efficient, engineers attend promptly and are friendly, and they always keep us well informed if a return visit is required.

*Lisa Marley, Site Superintendent
Radiographer, University Hospital Crosshouse*



We had comments from across our workforce - from cleaners, radiographers, kitchen staff and radiologists - to say how good the Fujifilm team had been on site, working late, creating a clean and tidy working environment and always polite."

*Sue Oliver, Operational Lead for
Diagnostic Imaging, Nuffield Health*

The service we have received from Fujifilm this time has again been excellent – quick communications, knowledgeable and expert Applications support, and good fast responses from service desk.

*Kaye Brown, Clinical Department
Manager, Royal Oldham Hospital*

The Fujifilm Service Portfolio

Fully Comprehensive

All Fujifilm parts, labour and travel included	●
Guaranteed genuine Fujifilm parts and software	●
Tube and detector cover as standard	●
All preventative maintenance visits included	●
UK engineers answer all incoming service calls*	●
UK based Service Support team	●
Dedicated local engineer for continuity of service†	●
On-site engineering support	●
Remote engineering support	●
Unlimited‡ remote Clinical Applications support*	●
UK stored same day spare parts availability	●
Forward stock locations across the UK	●
Latest application software versions, hotfixes and patches applied	●
Comprehensive service reports after every visit	●
Regular service review meetings	●
98% uptime guarantee	●

First Line Support

All services from Fully Comprehensive package included	●
Certified training delivered to dedicated EBME staff member (FSIP Level 1)	●
Training delivered either onsite or at Fujifilm UK training facility	●
10% discount on maintenance agreement	●

Additional Options

24 hours remote engineering support	
Active Line Remote Services – “phone home” remote system monitoring	

Detector Accidental Damage Protection

Ask your Fujifilm representative about detector protection options	
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* Within core hours

† Dedicated engineer may not be able to attend every visit

‡ Subject to fair use policy

