



Artis one/Soul-Man

Field Service Strategy – System
Artis one/Soul-Man

Document Scope

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Document Version

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1 General Information

1.1 Field Service Strategy

1.1.1 Product Release

The AT Business Unit began shipping the Artis one in 2014.

1.1.2 Application Service Strategy

The Application Service Strategy can be found in the document "Application Service Strategy AXA6-000.890.02.00.02"

2 Product Information

2.1 Artis one

The Artis one product includes

1. Artis one (10848600)
 - For the global market, including China.
2. Soul-Man (10993666)
 - Soul-Man is a registered brand name of Microlmaging. Microlmaging is the legal manufacturer and assumes the corresponding legal responsibilities for the Soul-Man system. The AT business unit provides the manufacturing facility.
 - Soul-Man system is based on Artis one system with changes to: system cover color, company logo and product name on cover, system labels, and software startup/shutdown interfaces. The technologies and intellectual properties of the Soul-Man are sourced from Artis one systems, and thus are owned by the AT Business Unit and/or other entities within the Siemens Healthineers Group.
 - Soul-Man is intended for the China market only.
 - The product will begin shipping in 2022.
 - The service situation is the same as for the Artis one.

2.1.1 List of IVKs

The current IVK lists are available on the Intranet:

(CS intranet > Tools > Installed Volume Components > Start)

Then select the Modality and the desired system.

3 Expenses

3.1 Service Tools

3.1.1 General Information

ARTD-001.711.01 Handling and Calibration of Service Tools and Loan Service Tools

3.1.2 New Service Tools

No new service tools are used for the Artis one.

3.2 Service

3.2.1 General Information

Detailed information about the times and the costs for service and maintenance can be found on the intranet under:

CS intranet > Tools > Maintenance Cost Base

Then log on with your personal account and select the Artis one system model.

3.2.2 Control Modules

For the first time, control modules from SIEMENS Industry will be used in the Artis one family.

Training for them will be given in the system training course.

3.2.3 Maintenance

The following change will apply, starting from the time that the system is put into operation:

1st year: here a "system checkup" will be performed (no maintenance)

2nd year: perform "full maintenance"; repeated every two years

3rd year: perform "partial maintenance"; repeated every two years

4th year: perform "full maintenance"; repeated every two years

5th year: perform "partial maintenance"; repeated every two years

and so on.

The average values for "full maintenance" and "partial maintenance" will be displayed in the Maintenance Cost Base.

3.2.4 Planning and Installation

The latest versions of the required resources are published on the intranet.

see:

CS-Intranet > Tools > Product Information > Planning > Planning Guides > AT systems

The required installation times for the different system options are also listed in this table.

4 Planning, Installation and Startup

4.1 Planning

4.1.1 General Information

see

ARTD-001.709.02, Documentation of Installation and Startup

4.1.2 System

4.1.2.1 Planning Guide

Detailed information about the system structures and about planning can be found in the Planning Guides on the intranet under:

(CS intranet > Tools > Product Information > Planning > Planning Guides)

Then select CB-DOC > Continue > Planning, and finally the requested system.

4.1.3 Smart Remote Service

Before beginning the installation, make sure that the SRS connection has been set up.

The required preparations need to be made during the planning phase.

For detailed information about SRS planning, refer to the SRS Planning Guide on the CS intranet.

5 Service Information

5.1 General Information

There are no special service processes for the Artis one.

5.1.1 Service SW licensing

5.1.1.1 General Information

see

ARTD-001.719.12, Service/Application Licensing Process

5.1.2 Spare parts handling

5.1.2.1 General Information

see

ARTD-001.715 Handling, Storage, Packaging, Preservation, and Delivery

5.1.3 Training

5.1.3.1 General Information

see

ARTD-001.718.01, Requirements for Global CS Training

5.1.3.2 Course

The course length is 10 days. There is no update course for the Artis one.

5.1.4 Escalation and Support

5.1.4.1 General Information

see

ARTD-001.700.02, Customer Services, Service Support Process

5.1.5 Update Handling

5.1.5.1 General Information

see

ARTD-001.714.01, CUSTOMER SERVICES Update Process

5.1.6 Technical Documentation

5.1.6.1 General Information

see

ARTD-001.705.13, Technical Service Information, Distribution, and Access Control

6 Service Marketing Strategy

6.1 Smart Remote Services

Smart Remote Services (SRS) is a fast, secure, and powerful data link that connects the ARTIS one system to our experts, who provide proactive and interactive services that support the daily routine and speed up all running operations. Our Remote Services provide a wealth of service options ranging from technical and clinical application support to education and proactive monitoring.

6.2 Teamplay Fleet

Teamplay Fleet is a Teamplay digital health platform solution that enables customers to streamline the management of their Siemens Healthineers fleet and to optimize asset performance holistically, 24/7, and from any browser-capable device. With its broad range of features, Teamplay Fleet offers a clear overview of the customer's equipment data, helps to maintain and optimize asset performance, and keeps all equipment cybersecure.

7 Changes to Previous Version

Soul-Man by MicroImaging added to Artis one product.

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