



Canon

InnerVision

Remote Service
Solutions

Customer Service

We're here – even when we're not there

Through remote access, InnerVision helps you increase your productivity by catching problems before they affect imaging performance. Handled from our EU-based service center, InnerVision works to streamline the identification, diagnosis and resolution of system issues.

As a healthcare provider you want two things when an issue arises: immediate access to your service provider and prompt resolution of the issue. Canon Medical Systems' award-winning customer service organization delivers just that. Our holistic approach of customer service, clinical application and sales coming out of one hand ensures unsurpassed lifetime customer support.





Remote system diagnostics

Using the InnerVision remote service and diagnostic system, our highly trained customer engineers and applications specialists can monitor your systems remotely and assist our on-site engineers in preventing problems. All without interrupting your essential flow of patient care.



Early detection is your best protection



As imaging technology becomes more complex, remote diagnostic services like InnerVision become more important and necessary than ever before. Representing the next generation of proactive support and quality assurance, InnerVision can monitor your imaging equipment to ensure it delivers the clinical performance you, your staff and patients expect.

Your window to departmental productivity

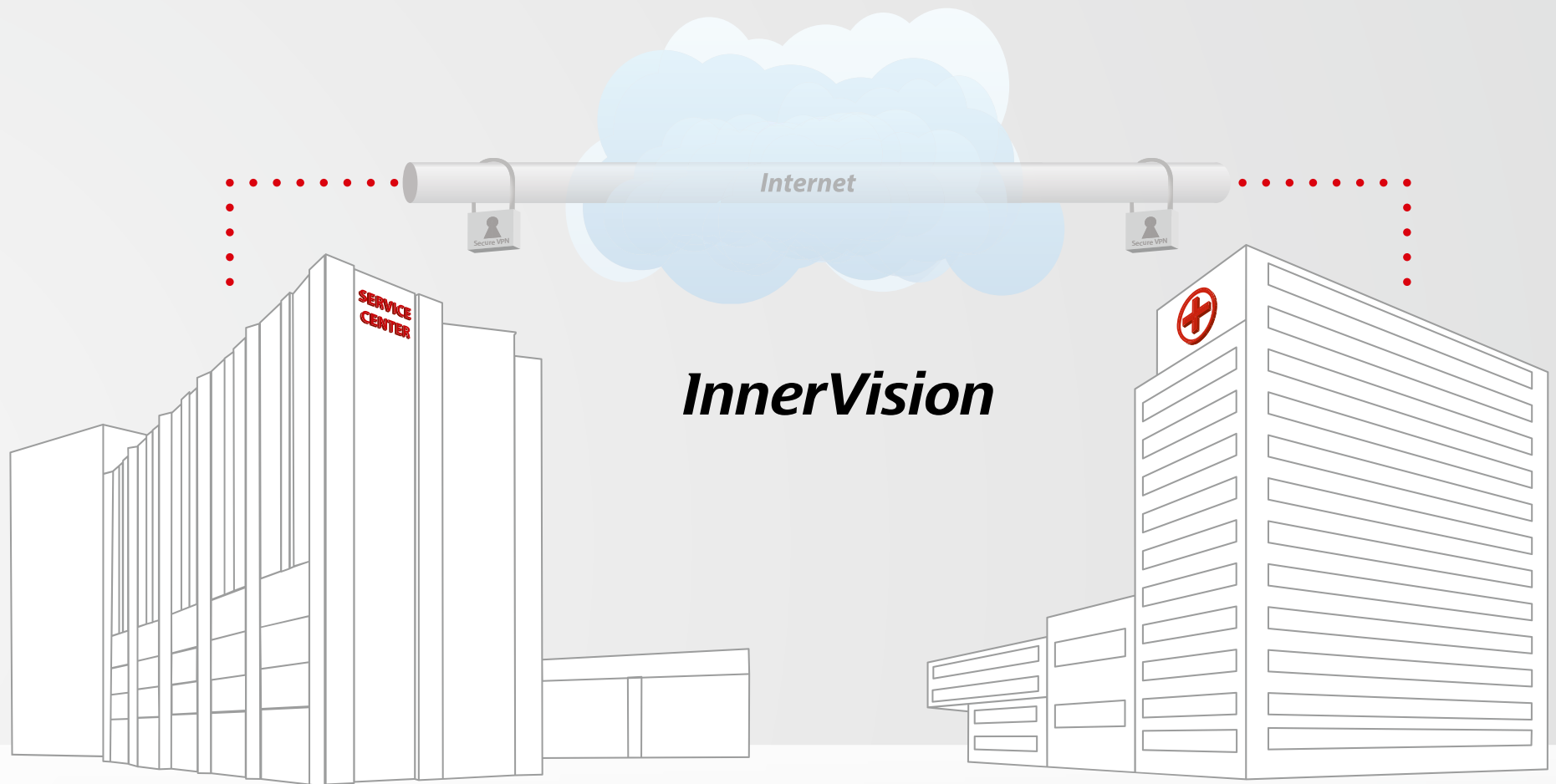
YOUR ISSUE	OUR SUPPORT	THE RESULT
Proactive system analysis	When you turn the system on in the morning InnerVision automatically performs a variety of predictive system diagnostics.	Image degradation and system error analysis can help identify and resolve issues before they interrupt the delivery of care.
Procedural assistance	Using InnerVision remote technology, our staff can see on their computer terminals exactly what you see during a scan.	We provide real-time assistance, to walk you through the procedure to ensure the highest quality exams.
Resolution of imaging issues	Through remote connectivity, you can send sample scans from your system to our engineers to aid in troubleshooting.	By reviewing the images on-line, we can assess and often identify and fix problems remotely without the need for sending an application specialist on-site.
Impaired system analysis	When your system goes down, diagnosis starts right away. InnerVision provides us with immediate access to the error logs of your system.	If the problem cannot be resolved on-line, your customer service engineer is dispatched, armed with diagnostics data already gathered by InnerVision to expedite service and repair.

Having InnerVision remote diagnostics can make all the difference in your ability to deliver quality care, while boosting productivity. Secure remote diagnostics is your key to rapid results, providing our experts the ability to explore solutions online, frequently resolving issues without the need for on-site visits.

Ensuring a safe connection



At Canon Medical Systems we understand that your healthcare IT demands strong security measures to protect it from malicious software and internet piracy. With its sophisticated, multi-layered defence infrastructure our InnerVision remote service solution establishes a secure connection to our service center.



Safe and secure connection

We deliver our remote service via a VPN network, connecting your equipment to our InnerVision service center. Working closely with your IT team, our specialists will design and implement a solution specifically configured to your needs.

Malware protection

Canon Medical Systems is moving towards the use of whitelist protocols to combat viruses and other malware. Whitelisting is an effective, low-overhead software solution that blocks everything except those applications known to be trusted. This leads to a better system performance and to an overall better protection against threats.

Protecting patient privacy

The InnerVision platform is designed to help protecting patient privacy in line with the European GDPR regulation. Patient-identifiable information is automatically removed when clinical data is sent to a remote service location.

InnerVision



CANON MEDICAL SYSTEMS EUROPE B.V.

<https://eu.medical.canon>

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Design and specifications subject to change without notice.
MCAGE0019EC 2018-01 CMSE/Printed in Europe

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