

# Elekta IntelliMax<sup>®</sup> at a glance

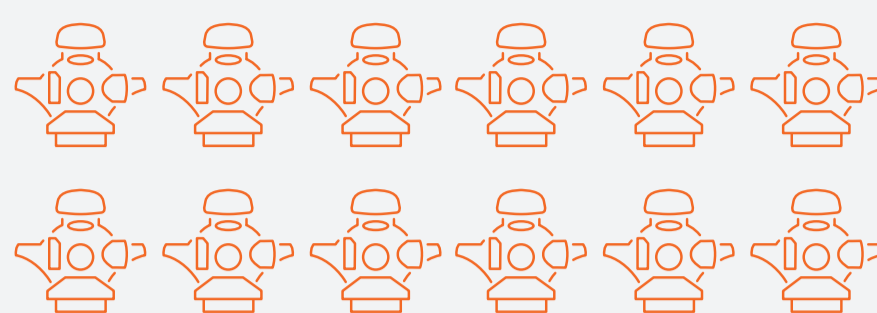
Personalized proactive support for your MOSAIQ<sup>®</sup> system

## Elekta IntelliMax

Improves **system availability** and optimization

Allows **securely controlled remote system access** by your Elekta Care Support Center

Provides **technical and application support** for your MOSAIQ system

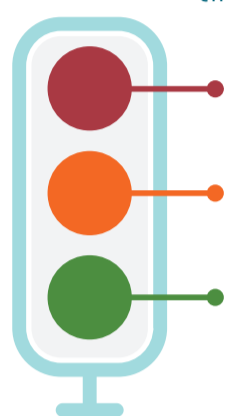


>12,000 Elekta devices connected to IntelliMax

each icon represents 1000 devices

### Maximize your MOSAIQ system availability

Optimal system uptime through reduced fix time for common issues



**System alert** monitoring allows us to bring services and processes back online before any clinical or operational impact

**Preventative and predictive** maintenance ensures maximum system uptime

We **monitor** the services and processes needed for MOSAIQ to function correctly—and restart remotely if required



### SERVICE MONITORING

• WQE | ESI | MOSAIQ Data Director

### APPLICATION MONITORING

• MOSAIQ DCM | MOSAIQ Namer



### Support with Confidence

- Secure, auditable remote access
- Privacy by design—no personal health information is uploaded



### Intelligent Support

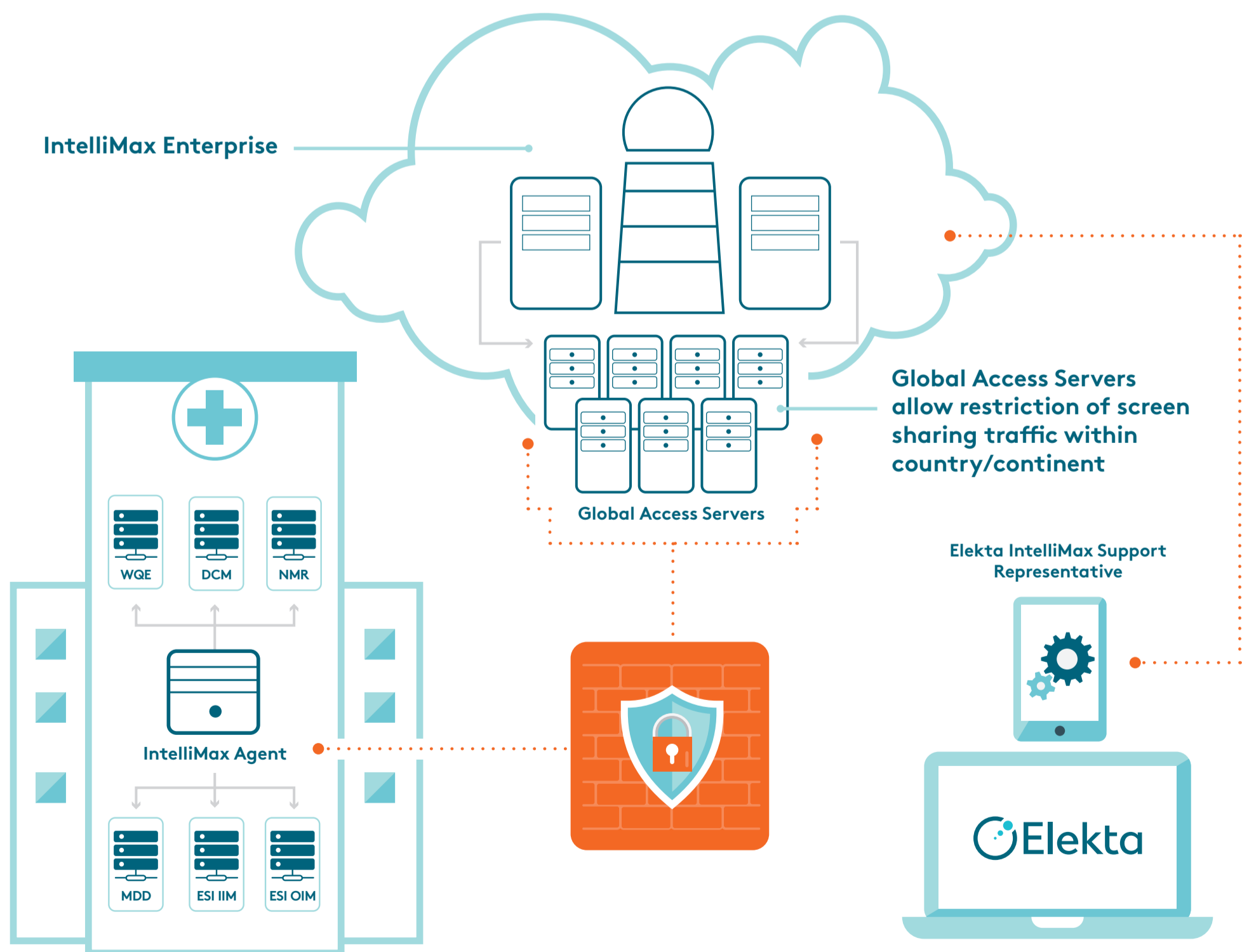
- System diagnostics
- Monitor device and installed software
- Reports
  - > System performance
  - > Statistical trends
- Enable proactive/predictive service information and support
- Proactive cases visible to customers via Elekta Care Community Portal
- SQL Service and License alerts to ensure MOSAIQ system availability



165 support specialists

based in regional **Elekta Care<sup>™</sup> Support Centers** providing remote assistance

Your **Elekta Care<sup>™</sup> Support Remote Command Center** provides analysis on data retrieved from Elekta IntelliMax, proactively monitors your system, and raises cases as findings indicate—all to ensure maximum clinical availability of your MOSAIQ system.



Connectivity and the benefits of Elekta IntelliMax<sup>®</sup> requires IntelliMax Agent with restricted internet access to be installed and permanently connected to the relevant systems within the medical facility.

Find your local Elekta Care<sup>™</sup> support number  
[elekta.com/elektacare](http://elekta.com/elektacare)

