



## Animage FIDEX Service, Exceeding Expectations.

Our service and engineering teams work hard to keep your Fidex running with an uptime of > 99%. We do this by monitoring scanner performance remotely, diagnosing issues, and solving problems in the shortest time possible. But our service performance does not end there.

Instead of just replacing failing hardware, **we continuously rejuvenate Fidex scanners** during our maintenance program. Therefore, instead of aging, the scanner actually improves in performance beyond its status at the time of installation.

Examples:

- The component with the highest degree of innovation is the **computer software**. Because we write our own software, we regularly update the user interface, the imaging algorithm, and the data handling – typically every 9 months.
- **Computers age if left alone**, hard drives fill up and slow down, processing units become obsolete, motherboards start to fail. We systematically monitor hard drive status, provide flexible backup and archival services, put the Cloud to work, update the operating system, and – if necessary – replace the PC with a more modern version to keep up with Moore’s Law. This way, our user is always at the leading edge producing superb studies.
- **X-ray tubes have a finite lifetime**. Fidex employs a sizable monobloc (generator and rotating anode tube in a single housing), a design which eliminates high voltage cables and interconnections. In the unlikely event of a tube failure, we can replace it immediately. This is always included in the initial 24 month warranty, and in the subsequent annual service and maintenance contract if implemented.
- **Prevention before Repair**. Fidex uses intelligent software to virtually eliminate premature tube failures to ensure that downtime due to tube replacement happens only rarely.
- Fidex is designed for **minimal service interruptions**. Occasional recalibrations and adjustments can be done remotely after hours with minimal downtime during normal business hours. We continuously take proactive steps to ensure all systems are properly working while the patient is on the table!

We are proud to have won hard-earned compliments from all of our customers for excellent service, and we intend to become even better over time!

And from an industry perspective, for **Outstanding Customer Service and Leadership**, we are also grateful for having been chosen as the recipient for the **2014 Frost & Sullivan Best Practices Award**.

Thank You to all our Customers!

## 2014 Customer Service Leadership Award

Frost & Sullivan presents the 2014 North American Veterinary Imaging Customer Service Leadership Award to **Animage** in recognition of the company's speedy service delivery, high operational efficiency, strong cost-effectiveness and pioneering efforts.



With the launch of a dedicated CT scanner addressing the specific needs of veterinarians, Animage has not only positioned itself ahead of its peers in identifying and fulfilling an unmet technological need in the market, but has also proven by its exemplary customer service that success requires far more than just a great product.

Learn more about Animage at [www.animage.com](http://www.animage.com)

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