

# Life Is Better INFOCUS

Service Contracts That Put You in Focus



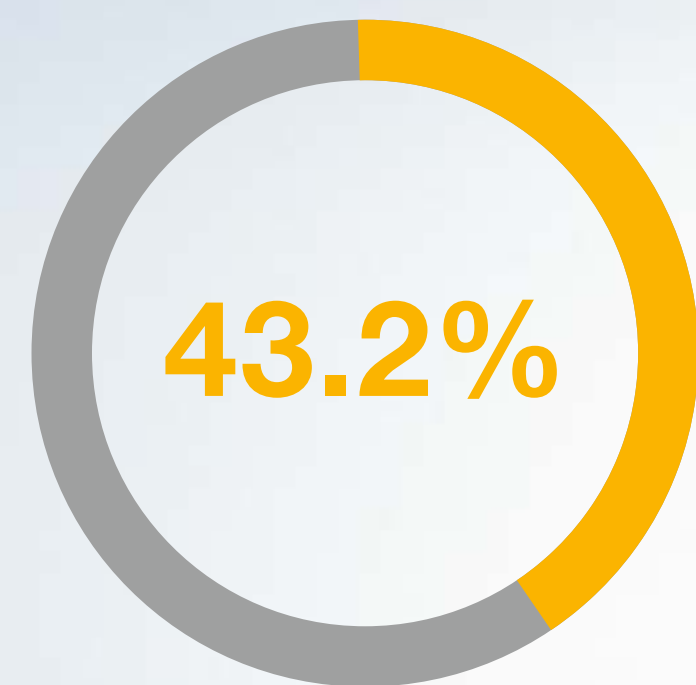


# Life Is Better INFOCUS

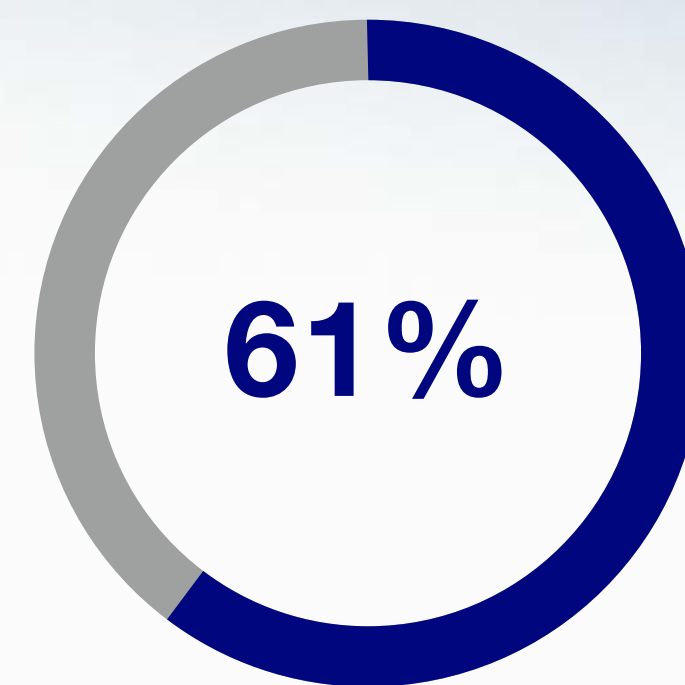
## Health Services Are at a Crossroads

**European healthcare systems have never been so tested.** The need to deliver more for less creates pressures and stresses - mostly on its people. They feel the weight of responsibility on their shoulders and want the peace of mind to be able to focus and do their best for patients.

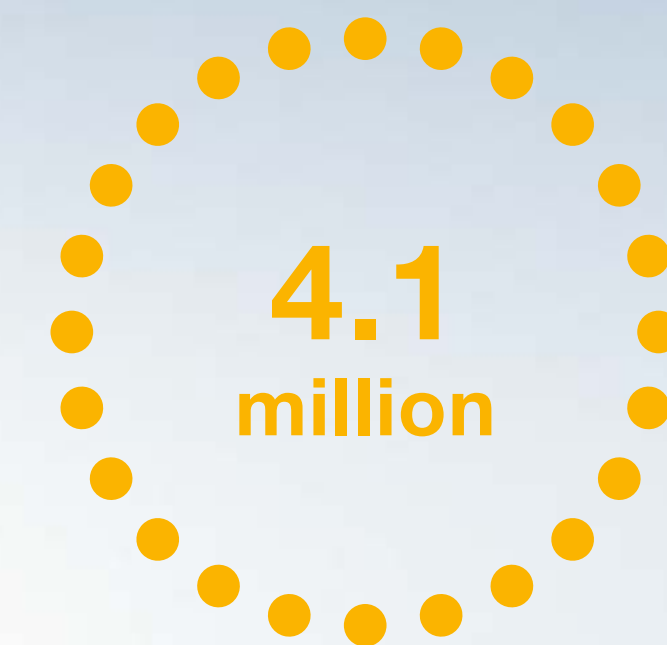
Advancing technology and digitalisation will provide some answers. But currently, in hospitals across the continent, quality patient care must be delivered consistently and in greater numbers every year. The best equipment is only as effective as the hands and minds driving it and the workflow it is a part of.



Burnout of European Doctors could be **up to 43.2%**.<sup>1</sup>



The level of job strain for nurses is 61%, **twice the EU average compared to other sectors**.<sup>2</sup>



A shortage of **4.1 million healthcare professionals** has been projected in the EU by 2030.<sup>3</sup>

1. Hiver C, Villa A, Bellagamba G, Lehucher-Michel MP. Burnout prevalence among European physicians: a systematic review and meta-analysis. *Int Arch Occup Environ Health*. 2022 Jan;95(1):259-273. doi: 10.1007/s00420-021-01782-z. Epub 2021 Oct 9. PMID: 34628517.

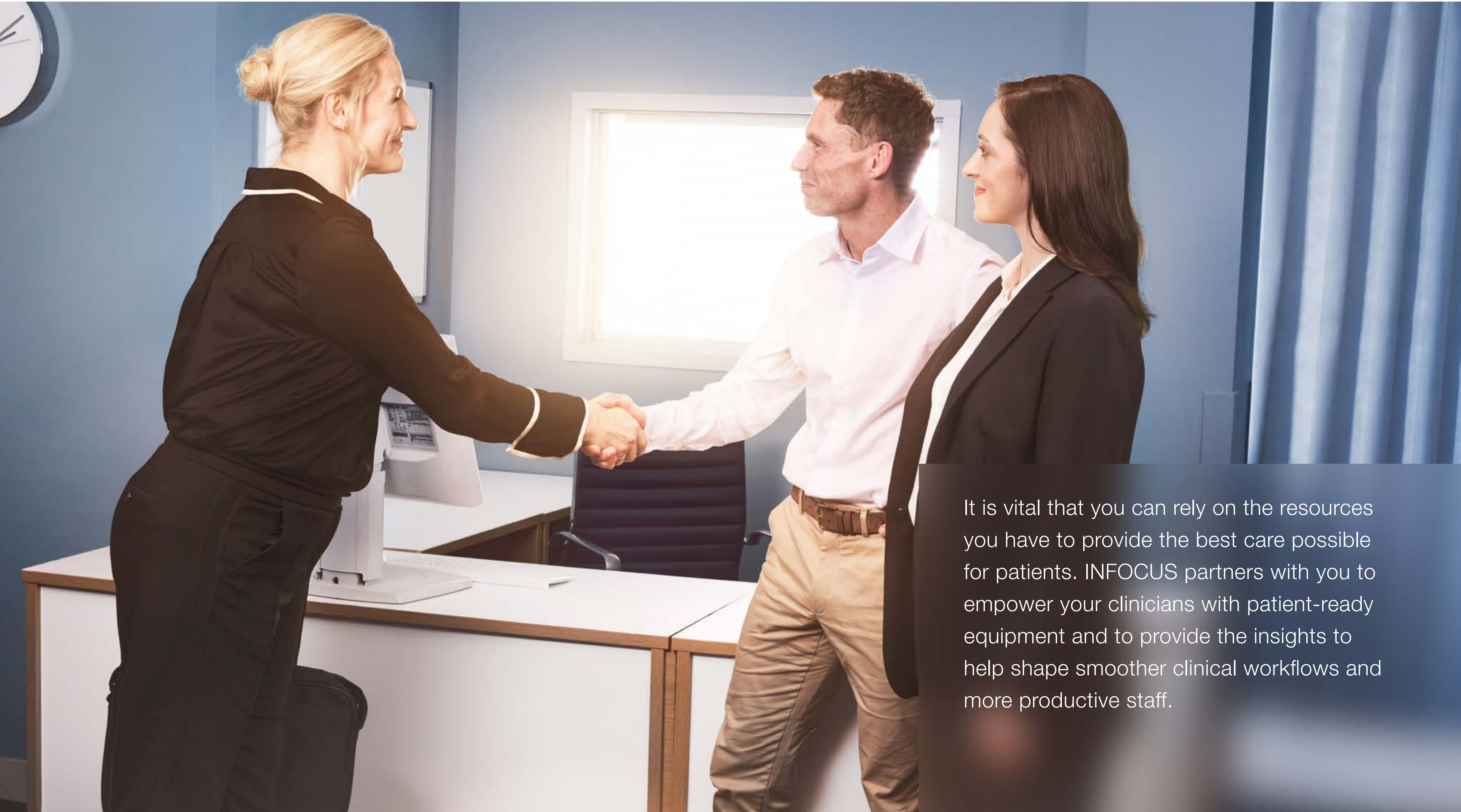
2. European Commission, Directorate-General for Employment, Social Affairs and Inclusion, *Employment and social developments in Europe 2023*, Publications Office of the European Union, 2023.

3. *Health systems in crisis: Countering shockwaves and fatigue (Eurohealth) 2023 Eurohealth (29.1) 20 September 2023.*



# Life Is Better INFOCUS

**The Service Partner by Your Side**



It is vital that you can rely on the resources you have to provide the best care possible for patients. INFOCUS partners with you to empower your clinicians with patient-ready equipment and to provide the insights to help shape smoother clinical workflows and more productive staff.



# Life Is Better INFOCUS

## Discover Why Life Is Better INFOCUS



### **INFOCUS Innovates to Drive Your Efficiencies**

Clinicians need the best tools to work with and the peace of mind to rely on their equipment to provide high-quality patient care. INFOCUS-protected equipment is serviced to its original design, using genuine manufacturer parts and processes, to safeguard the performance and outcomes you invested in.



### **INFOCUS Innovates to Drive Your Efficiencies**

Always advancing and powered by data-driven insights and extensive expertise, your INFOCUS team takes complete care of your Olympus devices. They provide both the proactive and reactive support needed for the ongoing peace of mind you need to deliver for patients with less disruptive surprises.



### **INFOCUS Keeps You In Focus**

Every INFOCUS contract is designed to minimize disruption and reduce stress for both staff and patients. INFOCUS is uniquely tailored to deliver high levels of equipment uptime and maximized operational efficiency for your hospital.



# Life Is Better INFOCUS

## An Uncompromising Focus on Patient Outcomes

### With INFOCUS the Patient Outcome is Paramount

Just like you, everything we do is in the best interest of patients. As partners in better outcomes, it is this shared ambition that pushes us to help you prioritize quality procedures by providing patient-ready equipment.

### The INFOCUS Team Understands Details Matter

We believe all our devices deserve the same care and attention that went into creating them. That's why INFOCUS experts are uniquely equipped with the best tools and latest knowledge behind the cutting edge science that makes your Olympus devices special.

### With INFOCUS We Are Uncompromising on Quality

INFOCUS-protected equipment is serviced to its original design, using genuine Original Equipment Manufacturer (OEM) parts and processes, to safeguard the performance and outcomes you invested in.



## INFOCUS Key Facts Across Europe



**500,000+**

genuine Spare Parts used by our Service Centres per month



**10+ years**

the average experience of our Repair Center Technicians



**~120,000**

repairs per year in line with Global OEM standards



# Life Is Better INFOCUS

Always Advancing to Support Better Outcomes

## The Best Repair Never Happens

Our prime objective wherever possible is to identify and minimize disruptions to workflows. Our INFOCUS experts work diligently to analyze your Olympus-installed base and share valuable insights with you via regular reviews.

## INFOCUS Puts You in Control

Because protecting uptime is a shared responsibility, we work collaboratively using data to guide you to get the most out of your equipment. This laser focus on maintaining optimal uptime helps to enable the procedure planning and revenue flow certainty you need to plan ahead.

## INFOCUS Learns and Adapts

We continually invest in new technologies and training to ensure we stay ahead of the curve. It's only through ongoing innovation that we can deliver the optimal levels of equipment uptime and operational efficiency you require today and tomorrow.



## INFOCUS Key Facts Across Europe



**>70,000**

hours of training received by technical staff each year



**300+**

improvement ideas (Kaizens) implemented in the last 12 months



**~1,500**

technical and process updates as the OEM per year



# Life Is Better INFOCUS

## INFOCUS Helps You Accomplish More

### INFOCUS Keeps You on Track

INFOCUS simplifies your working day, reducing the complexity and stress that can hold you back. From minor advice to major technical issues INFOCUS helps to provide the certainty you need when you need it.

### INFOCUS Creates Partnerships That Last

More than 9 in 10 INFOCUS contracts are renewed.<sup>4</sup> You can rely on a dedicated team of experts readily available to provide the assistance and expertise required.

### INFOCUS Keeps it Personal

Every INFOCUS contract is uniquely built around your needs. Our interaction has the one-to-one human touch of a trusted partner, backed by the competency of a global MedTech innovation leader with unsurpassed experience.

4. Olympus contract renewal data on file and available on request.



## INFOCUS Key Facts Across Europe



**~20,000**

hours of Uptime Support  
Managers support each year



**~300**

Field Service Engineers  
performing on-site support  
and interventions



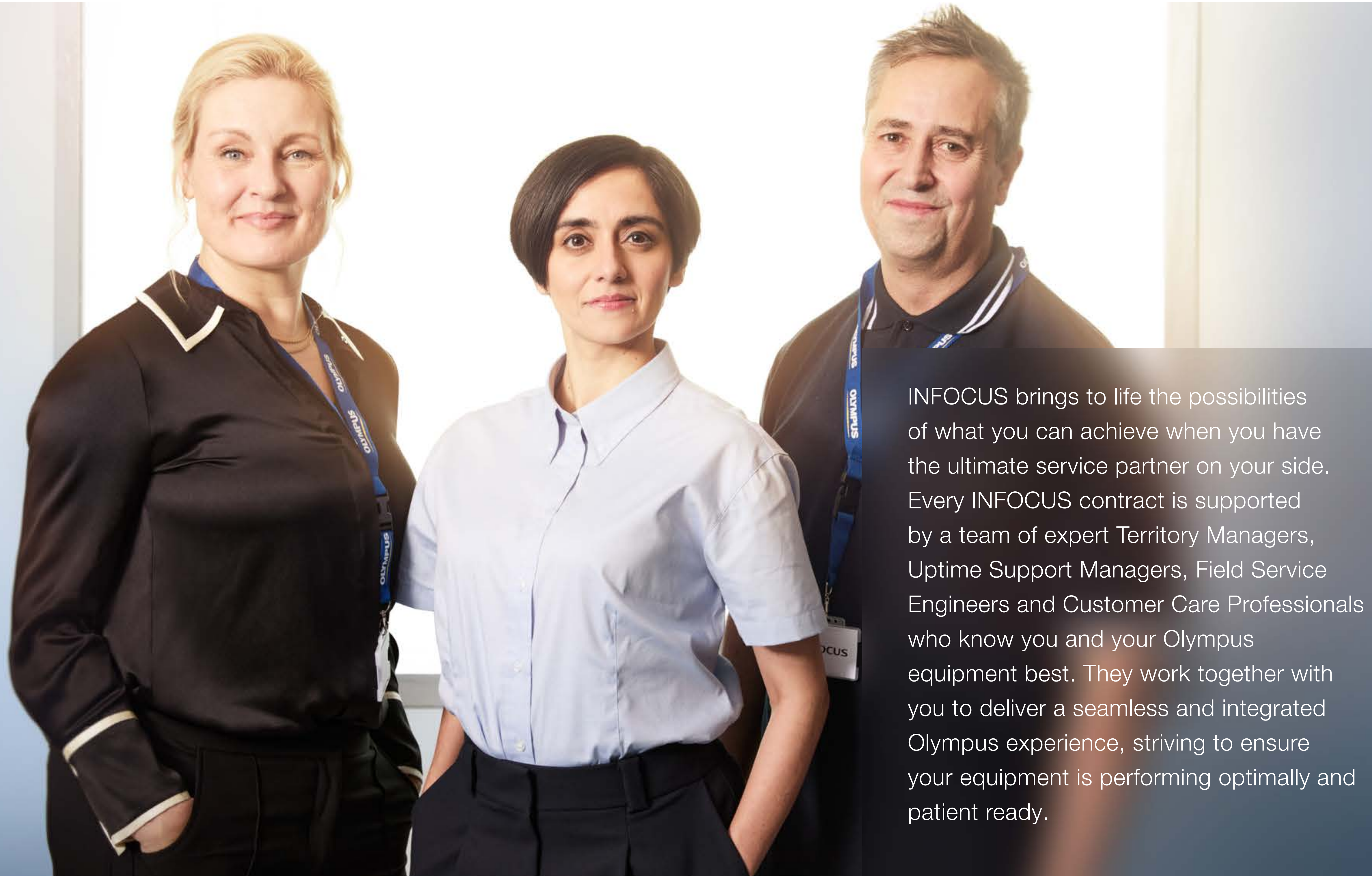
**~50**

dedicated Service Territory  
Managers supporting you



# Life Is Better INFOCUS

**INFOCUS Expertise Goes Beyond What You Can See**



INFOCUS brings to life the possibilities of what you can achieve when you have the ultimate service partner on your side. Every INFOCUS contract is supported by a team of expert Territory Managers, Uptime Support Managers, Field Service Engineers and Customer Care Professionals who know you and your Olympus equipment best. They work together with you to deliver a seamless and integrated Olympus experience, striving to ensure your equipment is performing optimally and patient ready.



# Life Is Better INFOCUS

Discover Why Life is Better INFOCUS




Get in touch with your Olympus Service Territory Manager for more detailed information and your personalized **INFOCUS** Service Contract.





Life Is Better INFOCUS

 **[www.olympus.eu/INFOCUS](http://www.olympus.eu/INFOCUS)**

As medical knowledge is constantly growing, technical modifications or changes of the product design, product specifications, accessories and service offerings may be required.

**OLYMPUS**

**OLYMPUS EUROPA SE & CO. KG**

Postbox 10 49 08, 20034 Hamburg, Germany

Wendenstrasse 20, 20097 Hamburg, Germany

Phone: +49 40 23773-0, Fax: +49 40 233765

[www.olympus-europa.com](http://www.olympus-europa.com)