

Uptime[™] Service Contract

For Improved Protection
& Performance



Trust. Excellence. Proven Solutions.

As a trusted provider of surgical tables for over 40 years, Mizuho OSI is committed to exceeding expectations at every level. Our number one goal is to earn your trust and keep you as a lifelong customer. We strive to cultivate a culture of excellence, focus on continuous improvement, and perform our roles with integrity, enthusiasm, pride and professionalism. There is no place more important for these values to be practiced than in our Customer Service department. That is why we created Uptime. Uptime is our promise to you that we will do everything possible to make sure your equipment stays in pristine condition so that you can meet your business and operational goals.

What makes Uptime Service Contract unique

As part of our commitment to providing excellent service, we have developed a systematic methodology, effective processes, and a service-oriented mindset to delight our customers and maximize equipment uptime. This Total Quality Management (TQM) methodology crosses department and functional roles, from sales to service to inventory management. We strive to lead the industry in practicing constant assessment and review of our own performance so that we can identify ways to improve.



**4.8 OVERALL CUSTOMER
SATISFACTION RATING**

90%

Our best-in-class field
service team resolves 90%
of issues on the first visit





Customer calls
resolved in 4 minutes
or less on average

We're With You Every Step Of The Way

As you rely on your product for the years to come, if the need for service should arise, you're covered. In fact, for customers who are currently under contract we typically dispatch a service engineer the following day.



Accessibility & Fast Personalized Service

- **Phone support is available Monday through Friday from 5 a.m. - 5 p.m. PST.** We are here to answer your questions and provide the support needed so that your facility can provide the best care possible.
- Customer calls are resolved in 4 minutes on average, whether we are answering your questions, taking orders for parts, or dispatching a field service representative to your site.
- Live tech support is also available.



Quick Response Time

- Our client-oriented processes are designed to maximize your equipment uptime. **80% of all calls to our phone support team are answered in less than 30 seconds.**
- The safety of patients and users is paramount, so when equipment issues arise your dedicated field service engineer is quickly dispatched.
- Our service cycle average is 2 days from the time you call to the moment you are back up and running. This means significantly less downtime and increased patient and staff satisfaction.



Trained & Certified Field Service Engineers

- Our service engineers only work on Mizuho OSI products. Many of our service engineers have been with the company for many years and have logged thousands of hours of experience. Contrast this with in house bio med engineers who often lack the same level of expertise to diagnose and resolve the issues efficiently and effectively.



Dedicated Repair Inventory

- Unlike traditional service departments that may rely on a single source for inventory, we have leveraged our detailed analysis of years of technical support to maintain our own inventory just for service calls and repairs.
- Our on-time parts delivery rate is 96%.
- We supply only Mizuho OSI components and accessories, as these have been tested and approved for use with only Mizuho OSI tables.



Learning and Benchmarking

- As part of our effort to provide the best service possible, we live and breathe continuous improvement through constant analysis and internal training and benchmarking.
- We also routinely collect, monitor, and analyze our service metrics to recognize areas for improvement.



Maximizing Efficiency & Performance

You count on your medical equipment every day. A service plan helps ensure you can continue to provide the best care possible with maximum equipment uptime and worry-free functionality, while being mindful of your budget. Our service plan covers service calls, travel, labor, and parts/materials. It's peace of mind when you need it most.

Peace of Mind

Our Service Contract gives you peace of mind in knowing that any issues that arise will be taken care of promptly and professionally. No hassles, no delays, no surprise expenses or challenges scheduling a service person. **This gives you one less thing to worry about, so you can focus on patient care and outcomes.**

Protect Your Investment

As with any significant high value investment, your Mizuho OSI equipment is an asset that deserves to be protected and well maintained in order to perform at its best. Keep your surgical tables in safe working order, avoid unexpected costs or delays, and maximize the life and value of your investment. An ounce of prevention is worth a pound of cure.

Affordably Priced

Considering the alternatives, you can't afford not to have a service contract. In fact, customers are often surprised at how affordable our service contracts are when they are compared to other service contracts with comparably priced medical equipment. Give your staff the assurance and freedom from the hassles of trying to manage repairs in house.

To learn more or request a quote for service contract, email insidesales@mizuhosi.com

Uptime™ Service Contract Benefits

- **Certified Service Engineer**

- **Labor and Travel**

- **Phone Support**

Unlimited phone support means we are here for you as often as you need us. As soon as we finish the call, we immediately order repair parts if needed and dispatch a service engineer to schedule an on-site visit. This level of rapid response means you experience less down time.

- **Rapid Dispatch**

- **Parts and Free Shipping**

- **Routine Inspections**

Included in your service contract is an annual preventive maintenance. The entire system is checked and measured against manufacturer specifications. Any deviations are corrected or replaced at no cost. This may save you from unexpected issues or downtime.

Even in rare cases where abuse or misuse has occurred and the repair is not covered, the service plan does allow for a 15% discount on time and material. Many customers appreciate this added benefit for those unforeseen and unfortunate events.



“We recently had some preventative maintenance needs that were due at our facility. Dan was dispatched out here and did an outstanding job on completing the PM’s. I, along with the OR staff, was very impressed at his quality of work and dedication that resulted in minimal down time for our staff and improved patient safety.”

— Clinical Engineering Tech., Idaho

mizuhosi.com



30031 Ahern Avenue
Union City, CA 94587-1234 USA
Telephone: 510-429-1500
Toll Free: 800-777-4674
Fax: 510-429-8500
Outside USA: +1-510-429-1500
mizuhosi.com
newhipnews.com