

Hologic Service is #1, Again.



**Overall
Service Performance***



**Overall
Manufacturer Performance***



**Overall
System Performance***



**Overall
Service Engineer Performance***

*2018 IMV ServiceTrak

Exceptional Service. *“It’s what we do.”*

Achieving consistently high performance takes dedication, focus, and talent. It’s a crucial part of what makes our systems great and it’s how we distinguish ourselves as the industry’s high performance service leader in mammography.

Our decision to focus exclusively on providing service and support for Hologic systems proves our point: The sharper our focus, the better your results.

For you, this means higher system uptime resulting in fewer scheduling disruptions, increased staff productivity and greater patient flowthrough.

The Proven Value in Relationships

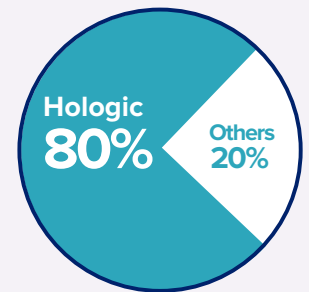
Hologic Service experts know the meaning of personalized service and the importance of a customer relationship.

Net Promoter Score, the measurement of customers that would recommend Hologic to others, is the highest amongst all Mammography vendors with a score of 82% (IMV ServiceTrak) and 4.8 / 5.0 (Hologic NPS Survey)



**Net Promoter Score/
Probability of Repurchase is
#1 in the industry***

**Market Leader in
Tomosynthesis
per MQSA**



**Uptime is
everything!**

**Hologic leads the industry
in system uptime meeting
expectations (IMV score of 9.4
vs 9.0 industry avg)**

Hologic Genuine Replacement Parts

When Hologic Service performs a repair on your system, you can be assured that only original and certified Hologic parts and assemblies are used which are subject to the highest quality standards. For uptime confidence and peace of mind, use only Hologic Genuine Replacement Parts.

Hologic SureCare™ Service and Support is the Sure Choice

Protect your high-performance Hologic system with the best service and support team in the industry.

The value our service and support team brings is more than just “fixing a system.” We take a holistic approach to helping you get the most from your system—from expert clinical applications training to software upgrades to insightful planned maintenance. We work with you as partners, to optimize your workflow, increase your productivity and maximize system uptime.

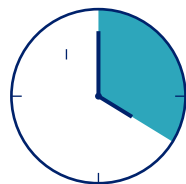
Hologic Service and Support delivers proven expertise to improve your business results and most importantly, patient outcomes. Experience expert services that have made us the most highly ranked provider in the industry, and the clear choice as your healthcare partner.

Core Features	
Proven Expertise	#1 Overall Service Performance*
Best uptime in Mammography	#1 Overall Service Engineer Performance*
Expert and fast phone support	#1 Speed to ID and Resolve Problem by Phone*
Dedicated Clinical Application Specialists	#1 in Applications Training with 10 years average experience*
Certified Processes with genuine Hologic parts	#1 Replacement Parts and PM programs*
Deep and local Service and Support	500 Field Service and Clinical Applications Specialists
Dedicated Field Engineers	10 years average experience
Focused staff training programs	Extensive clinical applications programs (EQUIP, positioning)
Keep system software upgrades current	Included in most service agreements
4-Hour On-Site Service Guarantee	Included in Premium service agreement
Hologic Remote Diagnostic Connectivity	Proprietary Remote Diagnostic Software
Flexibility and Choice	Design a service program around your needs
Inflation protection and level payments	5-Year price lock with service agreements
Dedicated Network Connectivity Specialists	Optimize connectivity workflow

*2018 IMV ServiceTrak X-Ray Mammography report. IMV is a recognized leader in market research and online publishing for the medical diagnostic imaging market.



#1 Applications Training Programs*



Four-Hour On-Site Platinum Service



Exclusive Hologic Remote Diagnostic Connectivity

Hologic Customers Applaud Our Service:

“Clinical Apps Specialist did an amazing job. I have been doing mammograms for 30 years and I feel I learned some new positioning skills today. Thanks!”

- Mammo Tech, West Virginia

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