

SURECARE[®]

SERVICE is #1

Hologic swept the 2021 IMV ServiceTrak[™] Awards for Mammography, taking home awards for Best Service, Best Customer Satisfaction, and Best System Performance. This is the ninth consecutive year Hologic has been ranked first in the industry for Mammography System Performance and Customer Satisfaction and the seventh year running for Mammography Service.

Exceptional Service. *It's what we do*

Achieving consistent 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 care.

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, has been more than 20 points higher than other mammography vendors since 2017.



Industry Leader In:

- ✓ Reliability of hardware
- ✓ Image quality meets expectations
- ✓ Technology leadership
- ✓ Overall OEM applications training program
- ✓ System software ease of use
- ✓ Reliability of software
- ✓ System uptime meets expectations
- ✓ Overall service performance
- ✓ Availability of replacement parts

Uptime is everything!

Hologic leads the industry in system uptime meeting expectations, scoring a 9.16 (vs. 8.82 competitor avg)



SURECARE[®] Service and Support *Patient Care, Uninterrupted.*

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

The value our service and support teams bring 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.

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

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.



What do Hologic customers have to say?

Overall Quality

Excellent product, great service and longevity of equipment.

Because of good service and the equipment runs very well. No complaints at all with it. Hologic is doing a good job. First time working with Hologic.

Field Service

We feel Hologic does a great job with imaging and service overall. We have a certain tech that always takes great care of our machine and gets us up and running quickly.

Excellent and local service. Always willing to answer any concerns or questions that we have in a timely matter.

Customer Service

We have always had great success with Hologic. Service is always outstanding.

Communication with the service team, the sales team. They're very available

Experience the SURECARE difference. To learn more, email us at servicesales@hologic.com or visit us at www.hologic.com/surecare-service/breast-skeletal-health

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