

Service Contract Comparison Worksheet

Do You Know the Total Value of Your Service Contract?

When you're comparing service contracts, you can't only compare the pricing. Understanding exactly what's included in each service contract will help you assess real value to help make the best decision for your facility.

How to Use this Worksheet: Review each category to see the value Olympus Service offers. Then ask any third-party service vendor to complete the right-hand column to get a true service comparison.

	Olympus Full Service	Third-Party Vendor
Performance and Technology Preservation		
Access to OEM Specifications	Proprietary Olympus scope technology can only be preserved by Olympus. Repair processes must be consistent with original manufacturing processes to ensure product repairs maintain continuity with 510(k) clearance.	
Access to 100% Original OEM Parts	Parts design, materials, adhesives and assembly are the same as those utilized in original assembly and submitted for 510(k) clearance. Olympus only uses original OEM spare parts. Third-party repair companies do not have access to OEM spare parts.	
FDA Regulation	Olympus is FDA Regulated and is in compliance with FDA's quality systems regulations for repairs. As the OEM, Olympus is subject to FDA audits and is held accountable and responsible for our products and services.	
FDA Registered	Olympus is also FDA Registered. Please be aware, however, that FDA registration of a device establishment assignment of a registration number, or listing of a medical device does not in any way denote approval of the establishment or its products by FDA.	
ISO 13485 Certified	Olympus is also ISO 13485 Certified.* Although both ISO 13485 Certification and FDA Regulation systems are quality management systems, there are significant differences. The fulfillment of the requirements of ISO 13485 is known as conformance and it is voluntary and the company pays for this certification. The fulfillment of the FDA requirements is known as compliance and is mandatory of US medical device manufacturers.	
Unmatched Protection and Safety		
Reprocessing Validation	Reprocessing validation ensures that a reusable medical device can be safely used on multiple patients. It is a rigorous testing program to validate both compatibility of our instruments with specific reprocessing methods and agents as well as the efficacy of such methods for reprocessing the device. The Olympus recommended reprocessing procedures have not been validated for reprocessing devices repaired by a non-Olympus facility.	

*Bartlett facility pending

Service Contract Comparison Worksheet

	Olympus Full Service	Third-Party Vendor
Maximum Uptime		
Temporary Loaners	Olympus has the largest pool of temporary loaners in the industry with over 3,000+ loaners including ultrasound specialty scopes. Contact your sales representative for current inventory information.	
On-site Loaners	GI on-site loaners are housed at your facility throughout the duration of your service contract and are always available to use when you send out your scopes for repair.	
Turnaround Time	Olympus has one of the fastest turnaround times in the industry with an average of 3-5 days turnaround time for GI, respiratory and specialty scopes. Surgical Advance Replace and Olympus Uptime Guarantee programs provide next-day replacement for select surgical items.	
Approvals Required Prior to Repair	With an Olympus Full Service Contract, repairs skip the approval process and proceed right into repair after estimation, eliminating wait time and time spent by your staff to obtain approvals and process POs.	
Inspection Points During Estimation	Olympus has an up to 42 point inspection process. We do this so quality repairs are done right the first time. Addressing all critical repairs not only helps ensure the safety and reliability of your device, it can lead to less repairs over the long-term and maximize equipment use.	
Electronics Loaner Guarantee Program	Loaners are guaranteed to ship overnight the same day as they are requested.	
Repair Reduction Services	A broken device can impact your patients and your bottom line. Our Endoscopy Support Specialists offer a three-pronged repair reduction approach: 1) observe and identify, 2) educate, and 3) monitor and measure. By observing your facility's processes and staff, we can help identify practices that may be leading to increased equipment damage and repairs. Then, based on what we see, we can recommend and conduct tailored-training that ensures proper care and handling and can reduce damage and repairs. Last, we offer reports and alerts to help you monitor and measure your repairs costs and trends and to create early awareness of potential issues and areas for uptime improvement.	
Service Business Reviews	To keep your equipment and organization running as efficiently and cost-effectively as possible, Olympus Service offers regular, formal Business Reviews that include repair reduction evaluations, inventory and asset analysis, repair trend analysis and more.	
Empowering Support and Tools		
Cleaning, Disinfection and Sterilization (CDS) Support	Olympus Endoscopy Support Specialists deliver educational reprocessing in-services that are based on our product IFUs and tailored to your facility's product and training needs. Records are maintained for all of these events and copies are provided to your facility.	

(Continued on next page)

Service Contract Comparison Worksheet

	Olympus Full Service	Third-Party Vendor
Empowering Support and Tools (Continued)		
CEU Courses	The Olympus University program is geared toward nurses, reprocessing technicians and biomed. Many of the OU courses are available for nursing contact hour continuing education credit. Live courses across the United States, sponsored webinars, and certificate courses for reprocessing and endoscope training are offered and included with your agreement. www.olympusuniversity.com	
Online Repair Tracking	The Olympus Service Web Portal provides 24/7 repair tracking and more. Submit service orders, track the status of your repairs, service orders, view repair histories, monitor your equipment inventory and take advantage of pictorial estimates.	
24/7 Technical Assistance Support	24/7 customer phone support for diagnosing, troubleshooting and field service engineer dispatch not only helps keep you up and running - it can prevent you from sending your equipment in when a repair is not needed.	
Customer Solutions Representatives	Customer phone support for consultative repair recommendations, guidance on pictorial estimates, return authorizations and loaner requests.	
Efficiency and Cost Control		
Repairs All Models	More vendors can equal extra work for your staff and hidden costs when a device needs to go to another company for repair. We repair all Olympus models including new technology, so you will never need to worry about additional purchase orders or costs when your device is covered by an Olympus agreement.	
Expense Reduction	Comprehensive service agreements eliminate the risk of excessive repair expenses and even costlier downtime. Quality repairs done right the first time can lead to less repairs over the long-term.	
Predictable Fixed Service Costs	If your equipment is covered under a Full Service agreement, all repairs are covered - no exceptions and no unexpected repair charges.	
Capital and Service Programs	Combine Olympus product purchases with service for additional discounts.	
Leasing Options	Service can be cost-effectively combined with product leasing programs.	

What Will You Sacrifice if You Choose a Third-party Service Contract? Uptime? Product Performance? Support?

To learn how Olympus brings more value to your Olympus equipment investment, contact a Olympus sales representative at 1-800-848-9024.

* San Jose Facility.

Olympus is a registered trademark of Olympus Corporation, Olympus America Inc., and/or their affiliates. | Medical devices listed may not be available for sale in all countries.



OLYMPUS AMERICA INC.
3500 Corporate Parkway, PO Box 610, Center Valley, PA 18034

For more information, contact your Olympus sales representative, or call 800-848-9024.
www.medical.olympusamerica.com

©2019 Olympus America Inc. All rights reserved.
Printed in USA OAIES1019BRO32765