

Maintenance

FOR YOUR OWN SAFETY

Digital medical devices

All medical devices that are connected to the Internet must have an up-to-date security status. Otherwise, the liability will automatically pass to the practice or hospital operator once the warranty period has expired.

If manufacturer-recommended software updates are missing, this usually leads to the exclusion of benefits from insurance policies such as public liability insurance.

IT business interruption insurances often cover such damages - but at 3-4% of sales, they are usually more expensive than the primary security measures.

WHAT ARE THE RISKS OF MISSING MAINTENANCE?



- Healthcare providers are particularly often targeted by cyber attacks
 - Healthcare facilities are the third most common sector to be affected by known attacks.*
 - Up to 88% of cyber ransom attacks happen in healthcare.**
 - Most attacks never become public because operators fear the loss of patients.



- The risk of data theft, blackmail and data loss increases over time in proportion to the last security update.

A security update should take place no later than three months after the release. Many large organizations, such as U.S. universities, require as little as one week to a maximum of one month.

Medical device maintenance includes security fixes, bug fixes and function updates.

* <https://www.statista.com/chart/26148/number-of-publicized-ransomware-attacks-worldwide-by-sector/>

** <https://www.hipaajournal.com/healthcare-industry-accounts-88-ransomware-attacks-3519/>



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STAY ON THE SAFE SIDE WITH AN ANNUAL SERVICE PACKAGE

With every purchase of a new iQ-SYSTEM PACS license, you receive an Annual Service Package in addition to the software.

Thus, you are not only guaranteed the benefits of excellent software, but also these additional benefits*:

- **Free updates for the corresponding software, upgrades to new versions and troubleshooting**.**
The solutions and products of IMAGE are constantly developing and improving. As a result, you get back many times your investment by receiving the very latest technologies. These include:
 - Higher performance
 - Improved usability
 - Compliance with new regulatory/legislative requirements
- **Cybersecurity:** Any software that is connected to the network/Internet must be continuously maintained to avoid hacker attacks or system failures. Our support will answer all your questions about cybersecurity and advise you on security configurations.
- **Unlimited, priority support via email, phone, or remote access over the Internet.**
- **One free replacement license per maintenance year** for software activated by hardware fingerprint or license file (The corresponding data record for uninstallation must be provided). There are no additional costs due to outsourcing or migrations to another computer.

Maintenance packages have a minimum term of one year and are automatically extended by one year at a time, unless they are canceled 6 weeks prior to the end of the contract.



* During the contract period; mandatory for the first year after purchase of the software.

** Update: minor or major changes to the current major version; version number changes e.g. from 2.1 to 2.11 or from 2.1 to 2.2

Upgrade: major changes resulting in a new major version; version number changes e.g. from 2.1 to 3.0

Stamp of sales partner



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