



**AGFA**  
**RADIOLOGY**  
SOLUTIONS

**MyAgfaRadiologySolutions:**

Your portal to a world of service,  
from Agfa Radiology Solutions

# Fast. Accurate. Insightful.

**Discover MyAgfaRadiologySolutions:  
your web gateway to better visibility and management  
of your Agfa Radiology Solutions assets!**

Giving you the information you need at a glance of the dashboard, the self-service MyAgfaRadiologySolutions portal empowers you to enhance process efficiency, streamline operations, prepare for upcoming maintenance and audits, and increase the satisfaction of everyone using your Agfa solutions!

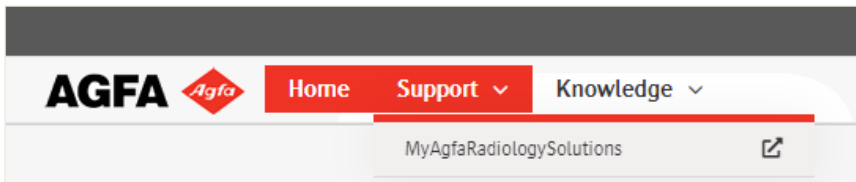
- Report product issues quickly, easily and securely.
- Submit other requests and questions at any time.
- Keep an eye on the status of your tickets.
- View your installed base of Agfa solutions and your upcoming activities.
- Access valuable insights into your system usage, dose and more, with MUSICA<sup>®</sup> Analytics.
- Generate savings by reducing preparation time for audits.
- Get a comprehensive overview of possible product upgrades.



# Designed to be both easy-to-use and informative

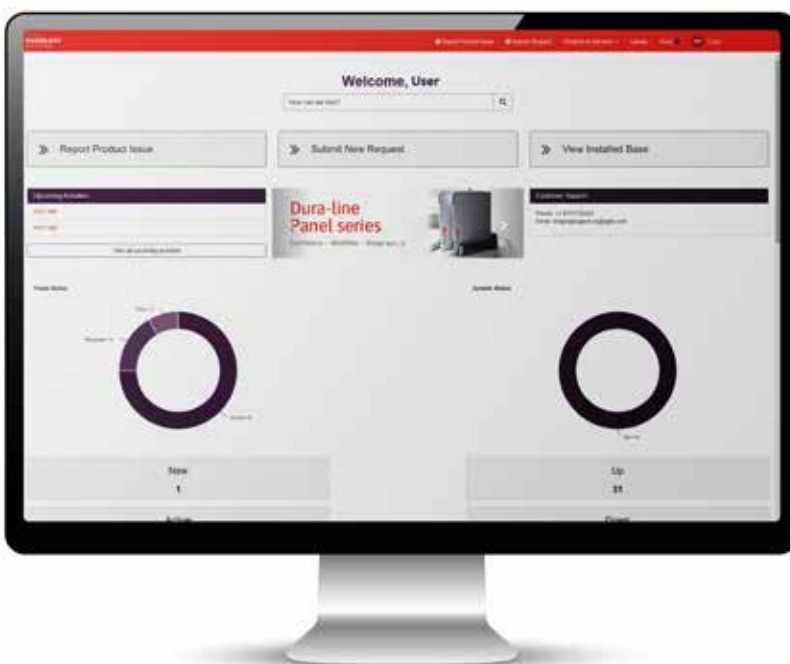
The portal has been carefully designed to deliver the most information, while maximizing user-friendliness.

To access the portal, go to my.agfa.net. Once you've signed in with your user credentials, you'll discover the MyAgfaRadiologySolutions application by clicking the dropdown menu next to "Support" in the navigation bar. When you select "MyAgfaRadiologySolutions," the homepage will open.



On the portal's homepage, you choose what service you need to help you manage your Agfa X-ray solutions. You can:

- Report a product issue directly to our Customer Care Center.
- Submit a new request or question unrelated to a product issue.
- View your entire installed base, with a detailed list of your Agfa systems and their history since installation.



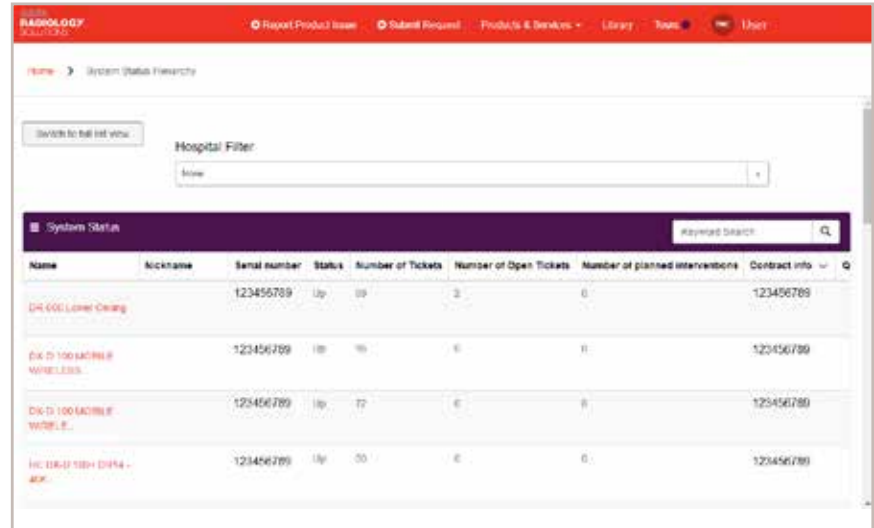
You will also see:

- A search bar to help you find exactly what you need.
- A summary of upcoming activities such as scheduled preventive maintenance, interventions and trainings.
- A graphical overview of your service tickets and system up/down status.
- Customer support contact information.
- Up-to-date information on Agfa launches, promotions and news.

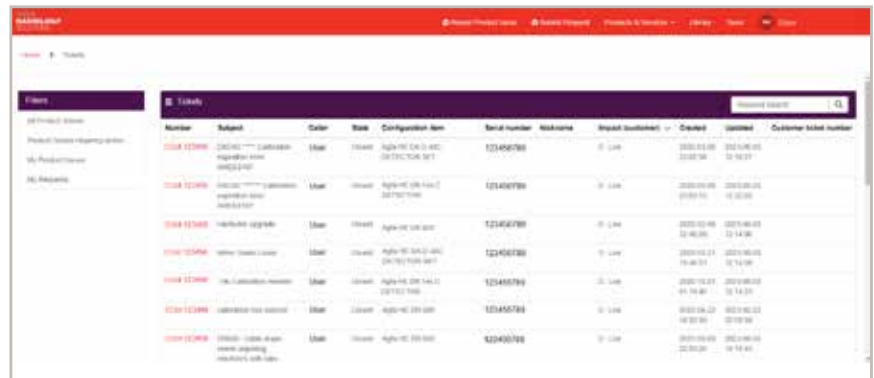
Through the portal's top menu, you can access:

- Your installed base, tickets, activities and MUSICA® Analytics
- The Agfa Library
- The Product Catalog
- Guided tours of the portal's features and functions

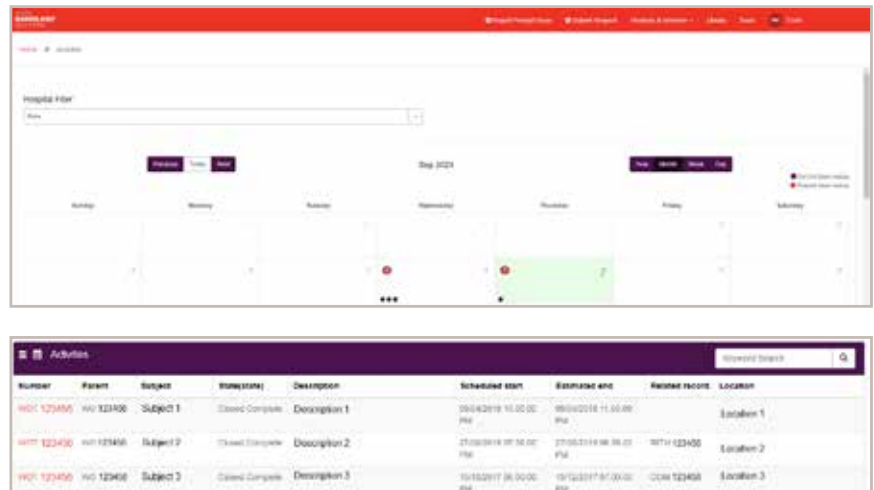
“My Installed Base” page view:



“Tickets” page view:



“Activities” page view:



# MUSICA<sup>®</sup> Analytics: insight to streamline your processes

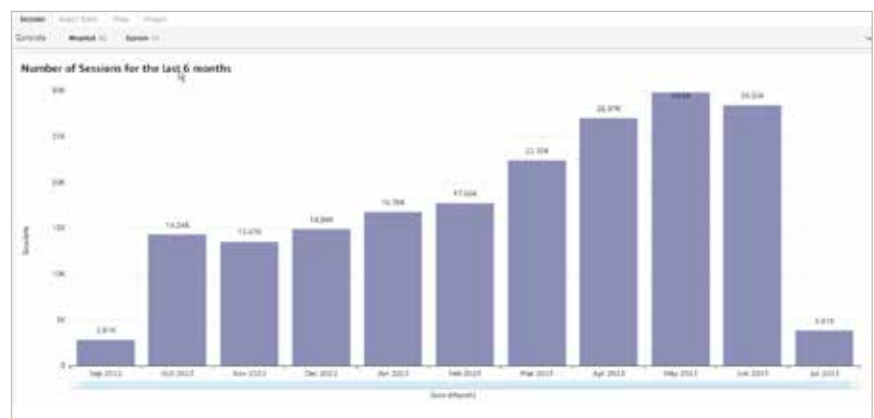
The portal is also your access point to MUSICA<sup>®</sup> Analytics, which delivers key insights into your workstation workflows. With MUSICA<sup>®</sup> Analytics, Agfa's long history and expertise help overcome operational challenges, while increasing image quality and workflow.

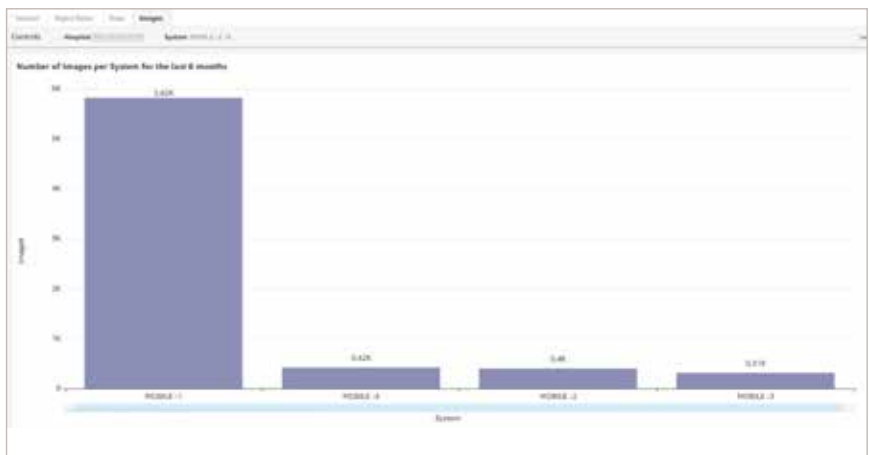
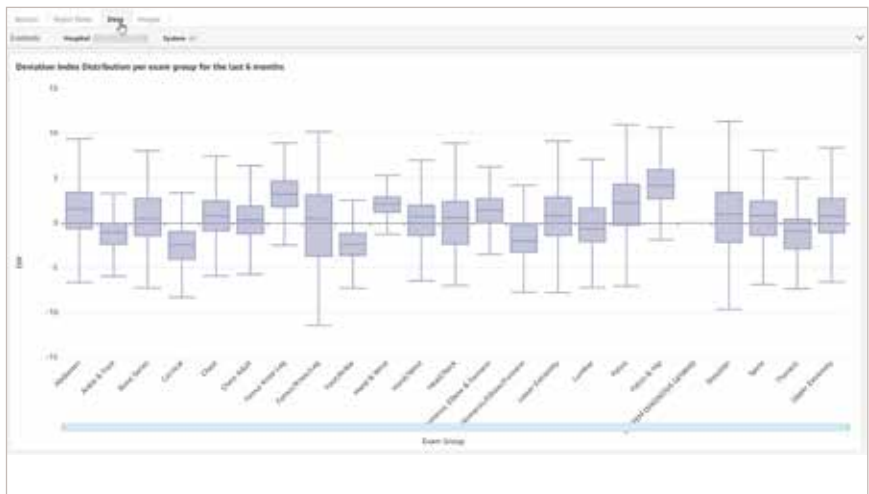
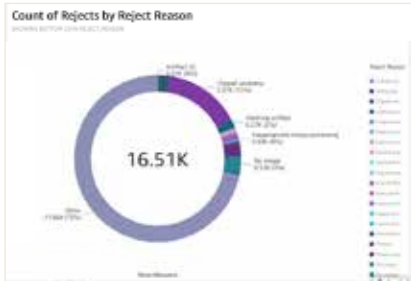
MUSICA<sup>®</sup> Analytics comes in two dashboard configurations.

## MUSICA<sup>®</sup> Analytics Standard Dashboard:

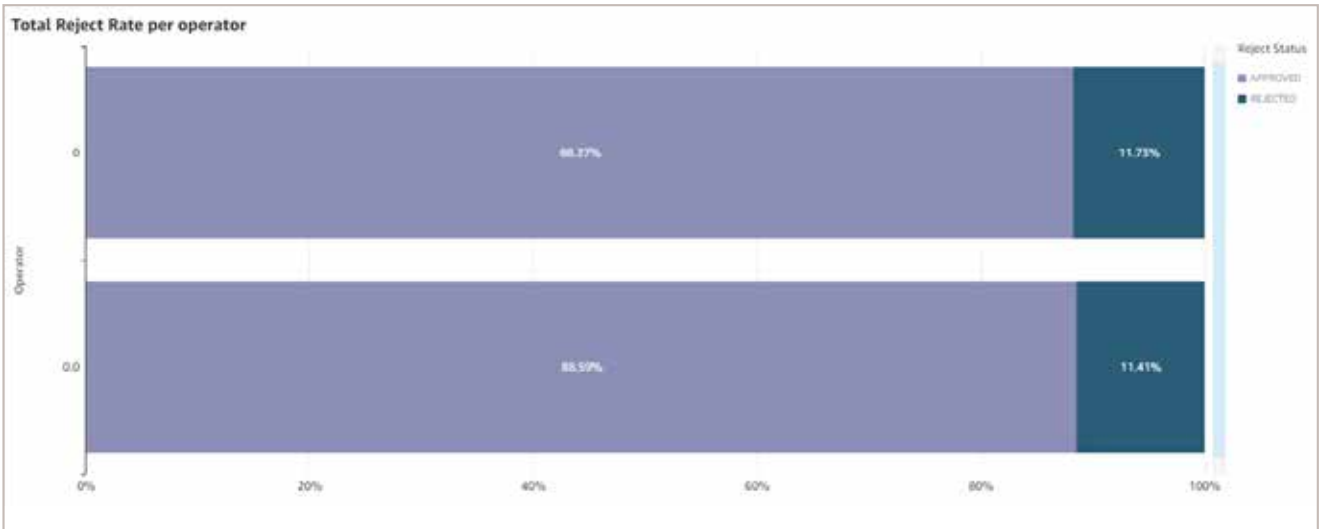
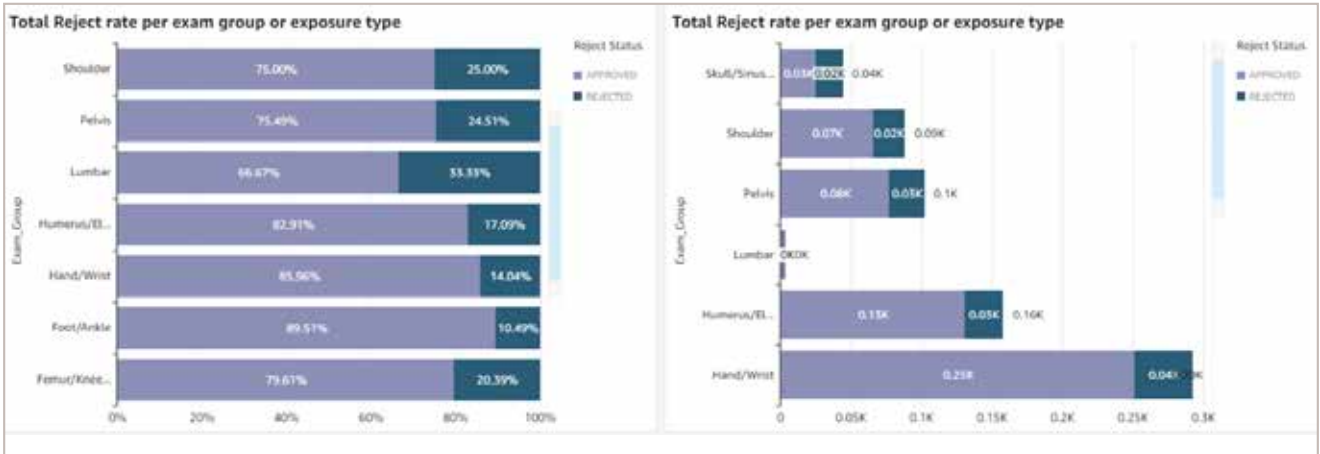
for customers with a Bronze, Silver, Gold or non-full Platinum SMA

The MUSICA<sup>®</sup> Analytics Standard Dashboard provides analytics such as the number of images or exams done, reject rates, reasons for rejection and dose statistics for all your connected MUSICA<sup>®</sup> workstations, for the last six months.







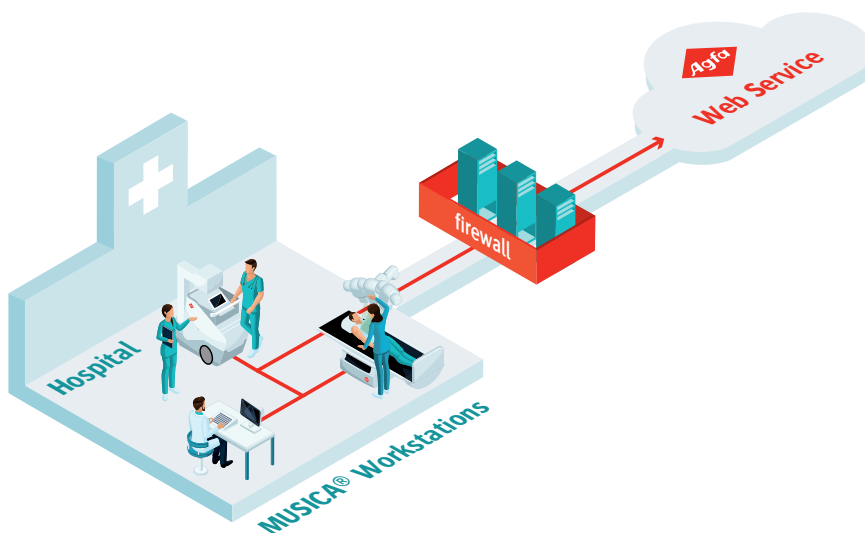


In order to have the best experience with MUSICA® Analytics, we advise standard configurations of each NX machine.



# A cyber-secured solution

Direct connection towards Agfa Web Service, no VPN

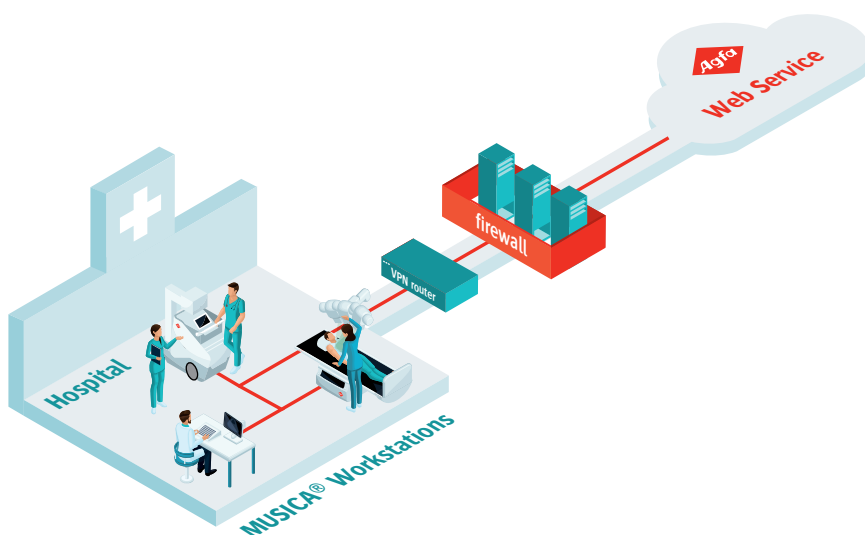


MUSICA<sup>®</sup> Analytics collects log files from each MUSICA<sup>®</sup> workstation and transfers them to a secured cloud, where the analytics calculations are performed. Strongly encrypted network communication is used, via a direct connection with the Agfa Web Service (with or without a VPN).

Agfa has taken the necessary precautions to securely handle log file collection, transfer and processing, on different levels:

- **Data security and privacy:** complying with GDPR in the EU and other regulations that are valid across the globe.
- **Data access:** registering and documenting all access to sensitive data.
- **Data collection:** retrieving periodic log files with utilization data.
- **Data transfer:** secure and protected uploading of anonymized log file data.

Direct connection towards Agfa Web Service, VPN required



Read the full white paper [here](#)

## Welcome, User

How can we help?

» Report Product Issue

» Submit New Request

» View Installed Ba

### Upcoming Activities

WOT xxx

WOT xxx

[View all upcoming activities](#)

### Dura-line Panel series

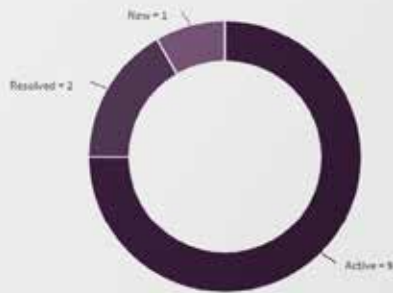
Confidence – Workflow – Image quality



### Customer Support

Phone: +1 8777772432  
Email: [imaging.support.na@agfa.com](mailto:imaging.support.na@agfa.com)

### Ticket Status



New  
1

Active

### System Status



Up  
31

Down



# Start using the portal!

Take the first step towards enjoying this on-line experience by clicking the url [www.agfaradiologysolutions.com/musica-analytics](http://www.agfaradiologysolutions.com/musica-analytics) on the Agfa RSD services website, or by contacting your Sales Representative or Agfa Customer Care Center.

You will then be invited to complete a web-based form. After you submit this form, Agfa will prepare your account. When ready, you will receive an email with the information you need to log in to the portal. Please be aware that access levels on the portal are determined by the level of Service Maintenance Agreement (SMA) in place with AGFA.

**MyAgfaRadiologySolutions and  
MUSICA® Analytics: digitization and  
connectivity that boost your Agfa journey**

# AGFA RADIOLOGX SOLUTIONS

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