



Powerful Imaging. Powerful Partnership.

How to Better Empower Your Clinicians
and Keep them in Flow



That's life in **flow.**



It isn't just about the tools AGFA has built for us, but also that they are right there next to us helping us with those tools.

That's something special with AGFA, and I've developed a strong connection with AGFA because of it."

Dr. Rajeev Nowrangi,
Director Radiology Imaging
Informatics,
Loma Linda University

At AGFA HealthCare, your success is at the heart of everything we do. The right partner doesn't just get you started — they help you grow. From your first steps to your long-term vision, we're with you every step of the way, delivering services that protect your Enterprise Imaging investment, empower your teams, and keep clinicians in their flow.

From Investment to Outcomes – Delivering Seamless Success

When clinicians are satisfied and supported, you know you've achieved success. That's why every services experience with AGFA HealthCare is designed to provide the clear guidance and seamless delivery you need to make each day better for the clinicians who drive care forward.

Enterprise Imaging is more than a technology implementation, it's a clinical technology journey. And our commitment to you is to deliver a guided and connected partnership that keeps your teams in flow, from our first engagement through long-term optimization.

Clarity From the Start

Alignment from day one. Clear communication. From the beginning, you have a well-defined path forward — introductions, aligned goals, and a shared plan that connects clinical and IT needs.

Confidence at Every Milestone

At every stage, you feel in control. Milestones are transparent, responsibilities are clear, and progress is steady. Instead of surprises, you experience trust, momentum, and confidence that lasts beyond go-live.

Smooth Transitions, No Guesswork

With every transition, the experience feels seamless. From implementation through training, optimization, adoption, and beyond, the right experts arrive at the right moment, fully informed, so that you always know what's ahead.

You're Never Alone

Your relationship with AGFA means you're never on your own. From everyday questions to unexpected challenges, our experts are always available to respond quickly and keep you moving forward.

How We Make It Possible

- Your dedicated Client Success Team provides continuity across the entire journey.
- Clinical Transformation Consultants map workflows to your needs.
- Structured kickoff and onboarding eliminate ambiguity, building trust and momentum.
- Full visibility across milestones means no surprises—only steady progress.



Together, We Launch

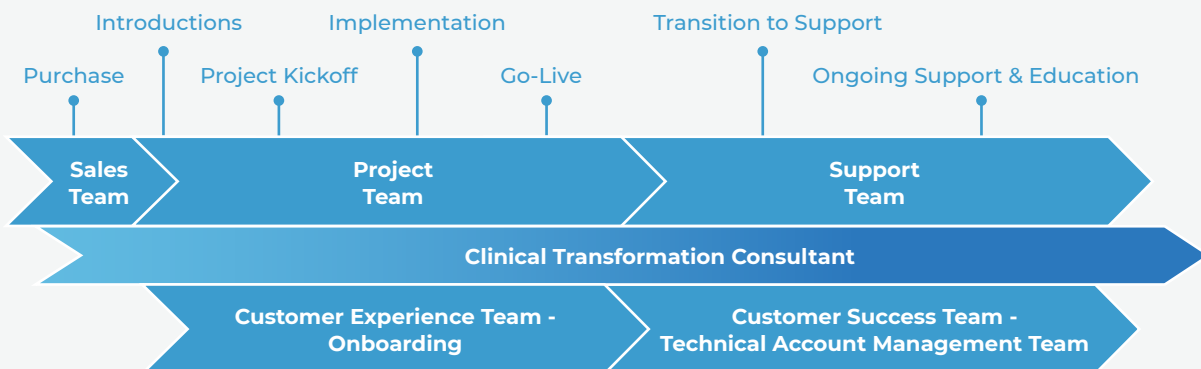
Discovery & Guided Onboarding

From the moment you choose Enterprise Imaging solutions from AGFA HealthCare, our team of experts guides you through every step, with your goals and desired outcomes leading the way. Together, we shape a partnership that complements your team and enables your success.

- **Dedicated Partnership:** Assigned Customer Experience Partner and a Clinical Transformation Consultant guide you throughout your Enterprise Imaging journey
- **Aligned Needs:** Your technical and clinical needs are mapped from the start
- **Clear Roles:** Communication pathways are set early
- **Smooth Kickoff:** Coordinated transitions ensure smooth handoffs
- **Full Transparency:** Clear milestones from purchase onward ensure you always know what's next

Customer Journey Timeline

with your AGFA HealthCare Success Team



“Initially, we spent a lot of time talking with AGFA about how Enterprise Imaging worked, the values, how it would fit with our strategy.”

“AGFA is there to support us, partner with us, and they want us to be as successful as we want them to be.”

Tamara Skok, MBA, BS, RT®

Regional Team Lead Clinical Application,
University of Michigan Health-Sparrow



Together, We Deploy

Implementation & Integration

Our deployment experts help ensure that your configuration meets your clinicians' expectations and integrates seamlessly with your environment. Your go-live is smooth, with minimal disruption, whether in the cloud or on-premises.

■ Proven Product Management

Methodology: Your projects are completed on-time, on-budget, and on-scope, as our certified project managers guide you using Project Management Body of Knowledge (PMBOK) best practices.

■ Clinical Workflow:

Our hands-on clinical and operational expertise empowers you to simplify workflows, achieve efficiency gains, and elevate diagnostic quality, without compromise.

■ Expert-led Data Migration and

HL7/DICOM/FHIRcast Interoperability:

Your Enterprise Imaging solutions fit in your IT clinical ecosystem to deliver integrated seamless workflows.

■ Into the Cloud:

Our cloud deployment experts guide you through your transition into the cloud.

👍 *During our rollout, which is much faster than the industry standard, AGFA has done a phenomenal job of keeping up with our required pace."*

Matthew Butler,

Assistant Director for Enterprise Imaging,
Tampa General Hospital

👍 *One of the strengths of AGFA is their people and their attention to detail. They focus on the customer. Our transition to Enterprise Imaging was fantastic, and I attribute that to the AGFA staff who made things smooth, well-orchestrated, and well-thought-out ahead of time."*

Jay P. Patel, MD,

Diagnostic Radiologist – Breast and
Musculoskeletal Imaging – Breast Imaging
Section Chief,
Quantum Radiology



Together, We Learn

Training & Empowerment

Our team of clinical experts curate training and empowerment plans to drive adoption across your enterprise, while reflecting the unique journeys of your clinical specialists. Physician-at-the-elbow coaching helps all your teams get the most from your Enterprise Imaging solution.

- **Drive adoption, boost confidence, and ensure lasting success** with Enterprise Imaging. You can gain the skills you need through AGFA HealthCare's hands-on learning and training programs—developed from customer feedback.
- **Watch, learn, and collaborate** at our Customer Experience Center in Orlando, Florida.
 - With our **ASRT-approved system administrator training programs**, you earn continuous educational credit while building the in-house expertise you need to succeed.
 - Your training options include: Application System Administrator, EI Advanced Hanging Protocol Administrator, Advanced Clinical Trainer.
- **Continuous Learning:** Your teams can learn anywhere, anytime, with our monthly webinars and on-demand video library packed with real use cases and peer insights.

Together, We Optimize

Adoption & Performance Tuning

Once your solution is live, the journey doesn't stop — it advances. Guided by our Client Success Team, your organization gains the insight, support, and best practices needed to optimize performance and keep teams confident and satisfied. The result: you don't just function, you flourish.

- **Clinical User Adoption:** Ongoing guidance enables you to continuously assess and refine your workflows, so your users feel confident and empowered.
- **Standardized Best Practices:** Proven processes scale seamlessly across your enterprise, creating consistency and efficiency.
- **Future-Ready:** With easy-to-add imaging services, your solution grows with you — expanding as your needs evolve.



👍👍 *Our Account Executive takes care of us. We feel confident that AGFA HealthCare supports us in our ongoing ambition to deliver all care for all patients.”*

RJ Merck,
Radiology IT Supervisor,
Zuckerberg San Francisco General Hospital

Our **Continual Care support package** is an optional service designed to extend value well beyond go-live. Each year, we assess your imaging workflows, provide role-based training, and deliver tailored performance insights.

This structured approach helps ensure your teams stay efficient, adopt best practices, and keep Enterprise Imaging aligned with evolving clinical workflows. **The result: long-term return on your investment.**

Together, We Empower

Ongoing Support & Tools

Seamless care and resilience start with reliable support. We keep your systems healthy, secure, and performing at their best, giving your teams the consistency they need to stay focused on delivering exceptional patient care.

- **24/7, Always-On Technical Support.** Qualified AGFA team members take on any issues that arise, with prioritized resolution paths following Information Technology Infrastructure Library (ITIL) practices.
- **Certified Security:** Our CompTIA Security+-certified team members keep your system's security top of mind.
- **Good Health Guide:** Daily, weekly, and monthly best practices help keep your system running smoothly.
- **HealthCare Portal:** Your hub for tickets, release notes, training, and community gives you real-time access to receive expert support and all AGFA has to offer.

👍👍 *It's been great to work with AGFA...
The support has been phenomenal."*

Curtis McVay,
Enterprise Imaging Architecture Manager,
AdventHealth



Together, We Transform

Managed Services On-Premise or in the Cloud, Your Choice

Whether you choose an on-premise or cloud solution, Managed Services keep your Enterprise Imaging platform running at its best. Our team helps streamline and lighten IT workloads, addressing potential issues before they impact performance.

- **End-to-End Proactive Care:** Monitoring, patching, backup, and database management help keep your system secure and stable.
- **Peace of Mind:** Flexible add-ons such as GRIP® (Global Remote Incident Prevention Service), database management, patching and endpoint management, and business continuity and disaster recovery protect your operations and help ensure continuity, so you can focus on care without worry.
- **Part of Your Team:** We operate as an extension of your team, delivering proactive insights and responsive care with continuity.

👍👍 *The support and the experience that we've had with AGFA is much different than other vendor relationships that we have. You're peeling back the curtain, and there's really nothing to hide. 'Here's all of our cards, and here's what's available to you as a customer.' And that is really welcoming — and something that is really meaningful to us."*

Steven Johnson,
Senior Director of IT,
Tampa General Hospital

Together, We Belong

Community & Peer Learning

Partnering with AGFA HealthCare brings you into a connected community of passionate healthcare IT professionals engaged around a sense of shared purpose. You'll find plenty of inspiration from peers to fuel the momentum of your own transformation.

- **AGFA HealthCare User Group (AHUG):** Join our annual conference to collaborate, learn and grow.
- **Enterprise Imaging Community & AGFA Customer Empowerment (ACE):** Connect through peer discussions, expert-led webinars, use case walkthroughs, and real-world experiences.
- **Insights and Influence:** Learn from industry insights, product news, and customer success stories, or join in surveys, advisory boards, or beta programs to help shape the future of Enterprise Imaging.

👍👍 *We love the partnership we have with our Account Manager and Client Executive."*

Jasmine Holloway,
Senior IT Application Analyst,
University of Michigan
Health-Sparrow



That's life in **flow.**

Let's Elevate Care - Together

Discover how AGFA HealthCare's Enterprise Imaging Services extend the value of your Enterprise Imaging investment, through a guided services journey tailored to your health system.

- **Strategic Services Overview:** Learn how our end-to-end approach can keep your teams in flow and your system resilient.
- **Implementation & Adoption Deep Dive:** Explore our proven project methodology, expert-led migration, role-based training, and adoption strategies designed for lasting confidence.
- **Performance & Support Planning:** Explore how proactive monitoring, managed services, and security-certified support protect your operations and empower your teams.
- **Community & Collaboration:** Connect with peers, join advisory groups, and experience a global network of shared learning and innovation.

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