PARTNERS IN PROVIDING

patient-first

CANCER TREATMENT
The Accuray Alliance service program provides comprehensive support and expertise to protect uptime and maximize system performance. From streamlined deployment of Accuray Systems, to proactive monitoring and unmatched on-site service, to ongoing updates and optimization, the Accuray Alliance service program ensures your practice enjoys maximum return on your investment.
The AERO™ community – free and exclusive to users of the Radixact®, TomoTherapy® and CyberKnife® Systems – provides peer-to-peer access to fellow Accuray technology users and a range of unique resources.

**Collaboration That Fuels Clinical Innovation**

Through peer-to-peer sharing of techniques, experiences and challenges, the AERO™ community improves the treatment of cancer and other diseases – fostering the advancement of precision radiation oncology, encouraging innovation in patient care and facilitating the development of new treatment and technical best practices.

## GET INFORMED

- User forums, shared papers and feedback from the AERO™ community
- Industry news and events, including AERO™ exclusive events
- Peer-reviewed journal articles, presentations from past industry events and webinars
- Training, support, reimbursement and the latest user documentation

## GET INVOLVED

- Online peer-to-peer discussion of treatment experiences
- Special interest groups (such as The Breast Cancer Corner) for users that specialize in a particular application
- Notifications about the latest publications and upcoming conferences and Users’ Meetings
- White papers, case studies and presentations created by AERO™ community members
From Contract to First Patient

Accuray provides guidance through every step of the installation process, ensuring an efficient and cost-effective implementation so you can begin providing powerfully precise treatments to your patients as soon as possible.

Site Planning Resources
Please view resources for all Accuray Treatment Delivery Systems on accuray.com/services/site-planning-installation

Dedicated Project Management
Your highly experienced Accuray project manager works closely with your team to develop a unique implementation plan based on specific needs – and helps ensure that every milestone and detail is executed properly and on schedule.
Fast Onboarding – Ongoing Training

Renowned Accuray training programs engage your core team early in the implementation process. As a new customer, you can expect a comprehensive overview of your Accuray System, preparing you to begin providing high quality patient treatments from the start. Robust continuing education keeps your team connected with the latest information, helping to ensure that your practice is always getting the most from your Accuray System.

- **CLASSROOM TRAINING**: Small classes designed around your specific clinical needs with ample opportunity for hands-on experience under the guidance of an expert. Multiple, different core classes are available for: Dosimetrists, Physicists, Therapists and Radiation Oncologists.

- **PHYSICS AND COMMISSIONING**: An Accuray physicist will guide you during commissioning, testing or verification of your new system leading up to go-live. Support may include dataset review, on-site training and final commissioning tests.

- **GO-LIVE SUPPORT**: Accuray experts will be on site to support you during your system go-live and to empower you to treat your first patient in the optimal conditions.

- **ONGOING EDUCATION AND CLINICAL SUPPORT**: Your clinical applications team will return 6-12 months after your go-live to help ensure continuing progress toward your goals. In addition, you and any new staff will have continued access to the full range of Accuray clinical resources and classroom training. Ongoing education and clinical support is available during the warranty period or during the term of any service agreement.

- **CLINICAL SHADOWING (OPTIONAL)**: Members of your staff observe the operations of other successful practices – from planning, to patient management, to treatment in a peer-to-peer environment. This option comes at a cost for the customer.
Accuray Training Timeline

Your support team will reach out to you during the initial installation planning period to schedule an introduction and curriculum planning discussion.

Schedule Classroom Training

You may schedule classroom training at any time by visiting accuray.com/training. Classroom training is only available during warranty period or under service agreement.
The Industry’s Leading Support Program

**UPTIME GUARANTEES**

of up to **98%**

**Immediate Service Request Response**
Submit a service request by phone, web or mobile. An Accuray representative will respond within 1 hour or less**.

**On-Site Support**
Our highly experienced system engineers are ready to visit your practice when you need technical support.

**Proactive System Monitoring**
Accuray System engineers monitor your system performance. Preventative maintenance addresses issues before they lead to downtime. Advanced remote access technology allows service engineers to evaluate your system before they arrive on site, expediting parts to minimize downtime.

**24/7 Phone Support**
The Accuray Contact Center provides 24/7 expertise for technical and clinical issues.*

**All-Inclusive Service Agreement**
From spare parts to software updates, all service costs can be included in your Accuray service agreement.

---

*Physics and Clinical support provided during normal business hours    ** Alliance Select: phone response time within 2 hours or less
Accuray offers a broad range of service coverage options tailored to your specific needs. All Accuray Service Agreements include:

- Classroom training to help your staff master Accuray protocols
- Real-time connectivity through iLink, allowing the Accuray support team to monitor system performance and respond proactively to system issues
- As an option, environmental audits to help safeguard your system against power or water irregularities

With proper care and maintenance, Accuray can guarantee uptime and support for 10 years. After this period, Accuray will continue to provide support under an Alliance Transition service agreement with modified guarantees.

**Partner Service Agreement Option**

Upon mutual agreement, customers with a highly experienced in-house BioMed team can opt for a Partner service agreement. This package empowers your people to perform first-level system diagnostics and support, provided they complete the Accuray Technical training course.
We are committed to accelerating our legacy of patient-first innovation, addressing every challenge with new thinking and fresh tools. Partnering with us means partnering with our purpose to develop the **best possible technologies** to provide every patient with the **best possible treatment**.

---

**Synchrony®**
Real-time respiratory motion tracking and synchronization

**CyberKnife®**
First robotic radiosurgery system

**CyberKnife® M6™ with InCise™ MLC**
Extending the range of CyberKnife treatments

**TomoTherapy® H™ Series**
Premier solution for the entire spectrum of radiation therapy

**TomoDirect™**
Discrete angle, non-rotational treatment delivery mode

**VOLO™**
Fast, interactive treatment planning

**TomoEdge™**
Dynamic Jaws
Enhanced dose delivery capabilities and increased conformity

**TomoTherapy® Hi-Art®**
First helical, image-guided radiation therapy system

**VOLO™**
Ultra-fast interactive GPU-based optimization

**Revolutionary tracking and motion synchronization technology**

---

**Future Technology**

---

**Proven expertise extended to the Radixact System**

---

* Work in progress — not available for sale in any market
CyberKnife and Radixact

CTrue™ IR (Iterative Reconstruction)
Fast imaging for dose guidance and optimization

Radixact with Synchrony
Real-time tracking and automatic motion synchronization

CyberKnife VOLO™
Ultra-fast interactive GPU-based optimization

Future Technology

High-Definition Imaging*
3D kV CT imaging for CyberKnife and Radixact

TomoDirect™
Discrete angle, non-rotational treatment delivery mode

TomoEDGE™ Dynamic Jaws
Enhanced dose delivery capabilities and increased conformity

Delivery Analysis™
Patient-specific delivery consistency check

Accuray Precision® & iDMS®
Centralized planning and data management for all systems

TomoTherapy® Hi-Art®
First helical, image-guided radiation therapy system

CyberKnife® M6™ with InCise™ MLC
Extending the range of CyberKnife treatments

* Work in progress — not available for sale in any market

Proven expertise extended to the Radixact System

Radixact®
Next-generation TomoTherapy platform

Synchrony®
Real-time respiratory motion tracking and synchronization

TomoTherapy®
First helical, image-guided radiation therapy system

CyberKnife®
First robotic radiosurgery system

VOLO™
Fast, interactive treatment planning

TomoTherapy®
Premier solution for the entire spectrum of radiation therapy

Accuray Precision® & iDMS®
Centralized planning and data management for all systems

Radixact®
Next-generation TomoTherapy platform

Future Technology

2003
2004
2008
2010
2012
2013
2015
2016
2017
2018
2019
A Cost-effective Connection to Constant Innovation

As an Accuray partner, you are now connected to the industry’s most robust radiation oncology innovation pipeline. We are constantly pushing our legacy of patient-first innovation further, bringing our customers system enhancements and ground-breaking new technologies.

Upgrading Your System

We are committed to giving your organization clear and cost-effective upgrade options to protect your investment. Beyond simply purchasing upgrades at the time of product or feature releases, we offer inclusive service agreements.

Diamond Choice Service Program

Our Diamond Choice Service option provides a simple way to keep your Accuray System state-of-the-art. Customers can use Diamond Points, bundled within the service agreement, to purchase upgrades and enhanced training programs, including:

- Software and System Upgrades: Unlock better, faster and more powerful clinical capabilities.
- Computing and GPU Upgrades: As your planning technology becomes more powerful, you will benefit from regular computing upgrades to keep up with the ever-increasing demands.
- Advanced Training and Clinical Shadowing: An opportunity to learn the most advanced, leading-edge clinical procedures from the very best practitioners in the world.
Optimization Resources

Your Accuray partnership includes access to a global team of operational specialists with expertise in the following areas:

- Practice marketing toolkit and public relations support
- Patient access financial modeling and reimbursement support

Marketing Support

Leverage your standing as the pre-eminent caregiver in your community. Accuray offers tools to help you create awareness and build your practice. Marketing resources include:

- Patient Education
- Branding
- Digital Marketing
- Promotions and Advertising

To schedule a discussion about your marketing goals and objectives, contact your Accuray representative.
Contact Information

Your Accuray Alliance Support Team:
Regional Service Manager: ________________________
Phone: ________________________
Email: ________________________
Regional Business Manager: ________________________
Phone: ________________________
Email: ________________________

Service and Support:
Phone (Toll Free): 00800 41 41 95 95
www.accuray.com/service-requests

Service Engineer: ________________________