Elekta IntelliMax®–Monaco®

Personalized proactive support for your Monaco system
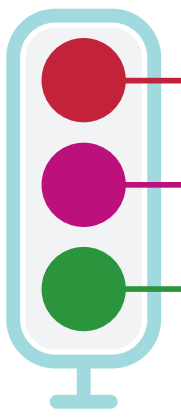
Elekta IntelliMax

Improves **system availability** and optimization

Allows **securely controlled remote system access** by your Elekta Care Support Center
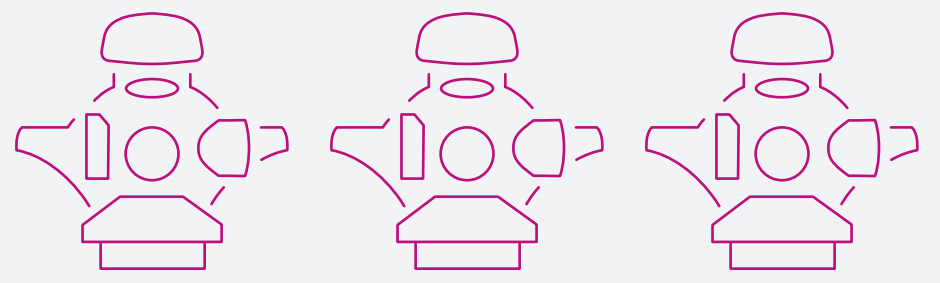
Provides **technical and application support** for your Monaco system

>15,000 Elekta devices connected to **IntelliMax**

each icon represents 5000 devices

Maximize your Monaco system availability

Optimal system uptime through reduced fix time for common issues

- **System alert** monitoring allows us to bring services and processes back online before any clinical or operational impact
- **Preventative and predictive** maintenance ensures maximum system uptime
- We **monitor** the services and processes needed for Monaco to function correctly— and restart remotely if required

Service Monitoring

- SQL Database Services | Monaco System and Physics DB | DICOM Service | Free Space Service | FTP Service | MIMER TCP Service | User Authentication Service

Support with Confidence

- Secure, auditable remote access
- Privacy by design—no personal health information is uploaded
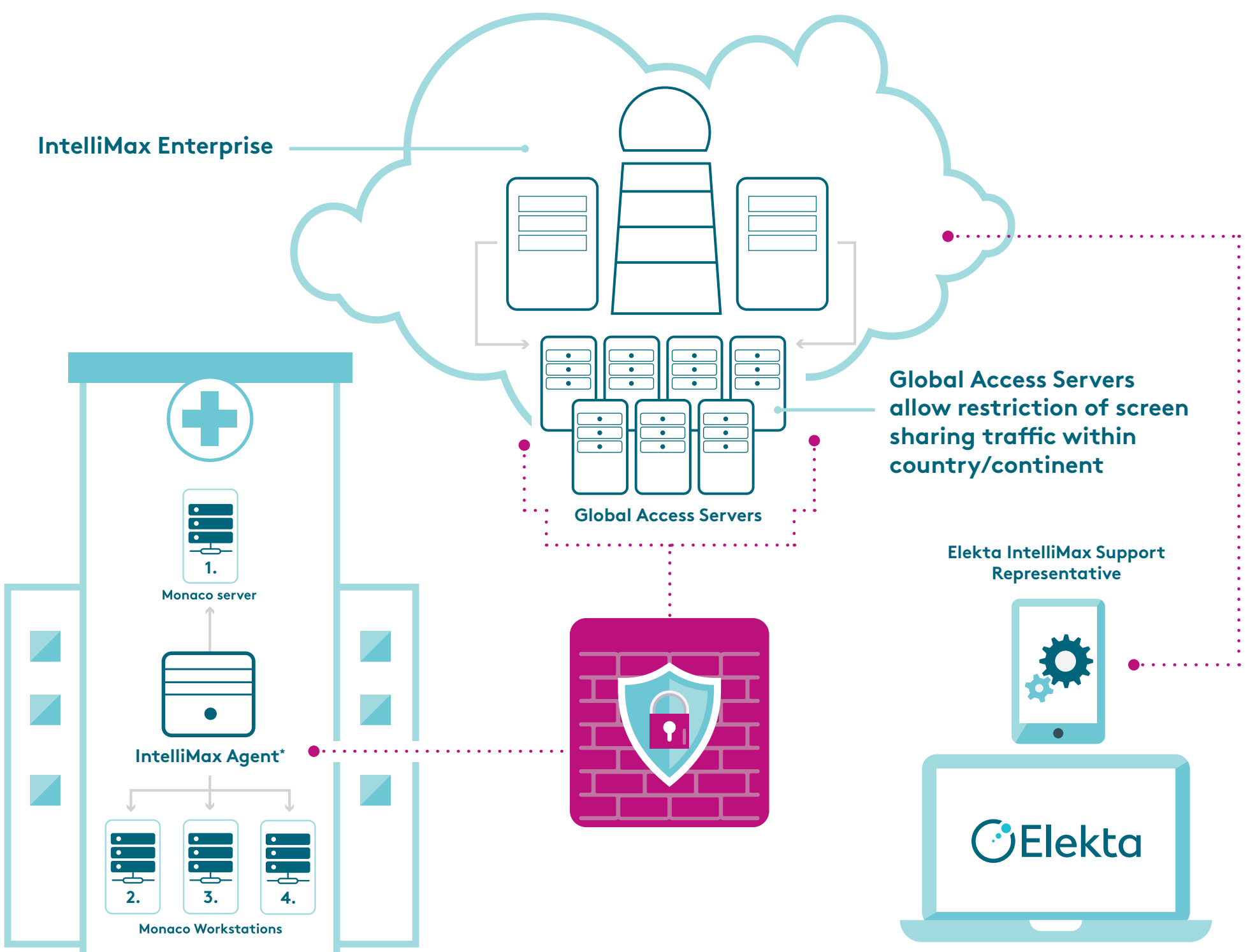
Intelligent Support

- System diagnostics
- Monitor device and installed software
- Reports
  - > System performance
  - > Statistical trends
- Enable proactive/predictive service information and support
- Proactive cases visible to customers via Elekta Care Community Portal
- Predictive disk space monitoring
- Remote log and config file access
- DICOM, monitor, FTP, MIMER TCP and user authentication services

165 support specialists

based in regional **Elekta Care™ Support Centers** providing remote assistance

Your **Elekta Care Support Center** provides analysis on data retrieved from Elekta IntelliMax, proactively monitors your system, and raises cases as findings indicate—all to ensure maximum clinical availability of your Monaco system

IntelliMax Enterprise

Global Access Servers allow restriction of screen sharing traffic within country/continent

Global Access Servers

Elekta IntelliMax Support Representative

1. Monaco server

IntelliMax Agent*

2. 3. 4. Monaco Workstations

*IntelliMax Agent monitors both Monaco and MOSAIQ®. Can be installed at Cloud and on-premise sites.

Connectivity and the benefits of Elekta IntelliMax® requires IntelliMax Agent with restricted internet access to be installed and permanently connected to the relevant systems within the medical facility.

Find your local Elekta Care™ support number
elekta.com/elektacare

Elekta

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