



GLOBAL SERVICES
**RELAX!
YOU'RE
COVERED.**

SERVICE QUALITY.
SERVICE ACCESSIBILITY.
SERVICE ASSURANCE.



iba-dosimetry.com

Driven by



THINK SERVICE. THINK QUALITY.

Keeping your equipment and clinic always at peak performance

- ✓ Over 40 years of service and linac commissioning experience
- ✓ Accredited SSDL/DAkKS/ADCL calibration standards guaranty quality
- ✓ Clinically experienced, factory-trained and certified medical physicists & engineers

With over 40 years of experience keeping clinics running efficiently and safely, you can trust that your IBA service team understands the importance of service quality.

Relax knowing that many of your IBA technical engineers are also medical physicists and all are highly skilled factory-trained and certified to keep your equipment and clinic running at peak performance. From SSDL calibrations to on-your-site installations, maintenance and repairs, when you think IBA Service, think IBA Quality.



SERVICE
QUALITY



“Overall I have very good experiences with IBA. I appreciate their level of technical skills and willingness to help at all times.”

Dr. Vythialingam

Sathiaseelan

PhD, FAAPM, Chief
Physicist, Northwestern
Memorial Hospital, USA

Service Quality

>10,000

installed
customers and
growing.

>110

trusted by medical
physicists in over
110 countries.

1 GOAL

Your Satisfaction
– because
we CARE!

SUPPORT WHEN YOU NEED IT.

Your efficiency made easier with 24/7 Global Support

- ✓ Online Support Portal – access whenever and wherever you are
- ✓ 24/7 global telephone support
- ✓ Regional service departments located around the world to serve you

You'll never be left hanging with IBA. With the largest installed customer base in Dosimetry, you can rest assured that IBA is there to support you when you need us.

With IBA you have tools like the Support Portal that puts you in control of facility-owned equipment and software. This makes monitoring, maintaining and updating your portfolio a breeze.

When you are working long hours and need assistance in the middle of the night, around the clock telephone support for warranty and contract customers is there to support you.

And, with fully equipped and staffed service labs located strategically around the world, it's like having your very own service department, available when and where you need them.



SERVICE ACCESSIBILITY



"I find the new Support Portal very helpful in our daily clinical work. It is a unique solution that makes our lives, again, a bit easier."

Mathias Dierl

Head of Medical Physics,
Radiation Therapy,
Medical Center Bayreuth,
Germany



[Click here to register for NEW Support Portal](#)

YOU CAN RELY ON US.

Protect your investment and save money on future acquisitions

- ✓ First year of comprehensive coverage FREE
- ✓ Completely customizable packages to fit every budget and need
- ✓ Planned spending saves you thousands on upgrade acquisitions and unexpected repairs

Just as your family relies on you, you can depend on IBA to help protect your investment for years to come.

With every valuable investment you make in IBA equipment and licensed software, you receive a full year of comprehensive coverage that's designed to keep you running efficiently and effectively.

And, it's renewable.

With completely customizable and affordable coverage packages, you can choose the level of coverage you need to give you peace of mind and keep your equipment and software in peak performance condition. You've invested in a future of safer patient treatments, and you can rely on us to help protect you.



SERVICE
ASSURANCE



"I enjoy the peace of mind that my IBA service contract provides. It pays for itself in terms of patient safety, receiving added features, delaying obsolescence and minimizes down time. It's reassuring knowing that my equipment is expertly serviced and that technical support is only a phone call away".

Brian Tom, Ph.D.

Manager, Radiation
Oncology Physics,
Advocate Health Systems
USA

myQA Coverage



Join myQA now with your coverage package

- ✓ Immediate access to multiple annual myQA releases and updates
- ✓ Always remain up to date & compliant
- ✓ Network with peers and benefit from your CAREprogram

Global Service Accessibility

Your IBA Dosimetry Service team: There for you 24/7

Service Team - Americas



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Service Team - Europe, Middle East, Africa



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