

Intuitive Unified Ecosystem

Your integrated path to Robotic Assisted Surgery (RAS) program excellence.



192,000+

training certificates issued to hospital care team members over the last decade, globally

3

online, virtual, and in person technology training pathways designed for robotic coordinators, patient side assists, and OR care teams

99.9 %

procedure-completion rate across all da Vinci surgical systems *

> 99 %

average system uptime **

As a care team member, you play a vital role in ensuring da Vinci Robotic Assisted Surgery excellence for patients. At Intuitive, we support you by providing da Vinci surgical systems, learning, and services—united in an interconnected ecosystem.

We work with you to achieve RAS program efficiency by providing systems and services you can count on and delivering illuminating insights from your data to further optimize system performance, OR efficiency, scheduling, and staffing needs. Through this collaborative approach, our goal is to help you deepen your understanding and build skills that will enable you to advance as an integral part of minimally invasive surgery's future.

Learning

We train care teams around the world on four different robotic systems. We bring structured and measured training directly to you, online, virtual, and in person. Our Genesis team helps OR care teams and reprocessing staff to better understand the handling, care, and integration of da Vinci surgical systems, instruments, and accessories. In addition, you have access to our Intuitive Learning online platform. Intuitive Learning allows you to complete technology and procedure training, while also being able to view, assign, and track technology and simulation learning. Intuitive Learning content is available in 17 languages and is used at 8,000+ hospitals worldwide.

Services

We deliver real-time, live support for intraoperative and urgent calls around the clock, 365 days a year. Through a combination of responsive field service, proactive and preventative maintenance, technical support, an OnSite remote diagnostic, we strive to ensure that you're supported, and your da Vinci systems remain ready for use.

*Intuitive data on file as of 2022.

** Intuitive Data on file for the year 2023.

< 20

seconds response time to intraoperative support calls from OR staff to skilled technical support >96 % of the time*

3 sq. meters

Total robotic system base footprint with an automated storage position to save space and simplify access to a patient

In addition to training, our Genesis team can evaluate your RAS program to define leadership structures, establish communication pathways, and implement operational best practices.

We also provide a data-driven customer portal with an easy-to-use dashboard to help you improve scheduling, uncover system and instrument usage trends, track inventory, and review order status.

Systems

We put a great deal of thought into designing our systems for care teams. Understanding OR space constraints, we engineered da Vinci systems to use the open area above the patient instead of taking up critical bedside space. This design consideration always gives you easier access to patients.

Da Vinci systems also offer a unique guided setup with a user interface that is clear, easy to learn, and has both visual and audible cues to facilitate quick deployment and precise setup. The innovative setup process allows both new and experienced care team members to easily support cases.

And da Vinci systems and programs are self-sufficient. You don't need third-party lap towers, generators, endoscopes, instruments, or accessories in your OR to make robotics cases run smoothly. In addition, by standardizing da Vinci X and Xi instruments and components, we help you improve OR efficiency and inventory management.

Your job isn't easy

Surgeries can't happen without care teams who feel capable, comfortable, and empowered to keep ORs running smoothly so that patients receive the best care possible. We know your job isn't easy. That's why we're invested in supporting you through service initiatives, learning programs, and systems designed with you in mind. After all, what we do wouldn't be possible without you.

* Priority calls as of Q1 2022.

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