

# dVSTAT®

## Da Vinci® Surgery Technical Assistance Team

1.800.876.1310 NORTH AMERICA

In our localized call center, a dedicated team of highly experienced **Technical Support Engineers (TSE)** is just a phone call away. **DVSTAT** is available to:

- Address **intraoperative** or **urgent** system issues.
- Answer technical support questions.
- Troubleshoot and dispatch a Field Service Engineer (FSE), if needed.

### Because seconds count

the dVSTAT team provides unparalleled service:

- DVSTAT is available **24/7, 365 days a year**.
- Intraoperative and urgent calls are supported live and with priority status during normal business hours of **6:00 am to 10:00 pm** Eastern time, or by on-call support outside normal business hours and on holidays.
- Highly experienced and tenured technicians with an average of **10+ years** of experience are directly available, answering over **96%** of calls within **15 seconds**.\*
- Non-urgent technical support is available during our normal business hours.

### OnSite® Access

DVSTAT engineers can remotely access system logs in real time for preoperative and intraoperative troubleshooting. They can rapidly diagnose and in some cases resolve issues without dispatching a local Field Service Engineer

### OnSite Monitoring\*\*

Automatically upload system logs to Intuitive following each procedure, enabling dVSTAT Technical Support Engineers to actively monitor system performance and minimize unplanned service events.

\* Intuitive Surgical CRM data on file as of September 2018.

\*\*Available on select da Vinci service plans.