

# SUPPORT

## ANYWHERE, ANYTIME

Our global support call center is standing by 24/7 to address any question or comment you might have.

# 99%

OF OUR CUSTOMERS  
RATE OUR SERVICE TO BE  
**EXCELLENT OR GOOD** \*

\* TraumaCad customer survey, 45% client response

## QUICK AND EFFICIENT

The TraumaCad service team provides support to over 2,000 customer sites globally. Contact us by phone, internet chat or email, and a support specialist will initiate a remote session for quick diagnosis and resolution.

## TRAINING

Brainlab trainers and representatives spend time in the orthopedic OR, and have a clinical understanding of what the physician wants to achieve with planning and templating. Take advantage of our onsite training, or jump on a quick webinar to brush up on skills to learn new tips & tricks.

## WE LISTEN TO OUR CUSTOMERS

“ We have been working with TraumaCad for three years and we have to say it has always been an effective customer/provider partnership. Engineers and technicians are prompt in their replies, available for their customers and technically efficient. We can trust them. And it is a critical point, especially in a medical environment where patients are the critical elements of this partnership. That is what makes them one of our best providers. We strongly recommend TraumaCad, without any hesitation.”

**Pierre-François Regamey**  
CIO

**Magali Laborde**  
Medical Imaging  
Products Manager

University Hospital of Lausanne, Lausanne, Switzerland

“ OrthoCarolina has been in partnership with Brainlab since July 2007. During this time, their customer support and product development have been superior and sets the standard for other vendors to aspire to. Brainlab is a very integral component of OrthoCarolina’s ability to provide the highest level of orthopedic care to our patients. We look forward to continuing our partnership, upcoming innovations and outstanding customer support.”

**John Alexander R.T. (R) (CT) CPC**  
Radiology Systems Administrator  
OrthoCarolina, North Carolina, USA

## SET UP TRAUMACAD AT YOUR FACILITY

TraumaCad is an orthopedic digital templating software installed on individual client workstations, deployed on your servers, or hosted in the cloud. Choose the best option to meet the needs of your surgeons and facility, and Brainlab will assist in the implementation.

Read more about [TraumaCad](#).

Once your order for the preferred configuration is received and confirmed, a TraumaCad support specialist will initiate communication with your designated IT contact:

- 1 Download** information is provided by Brainlab via email, including:
  - Installation overview
  - Software activation key
  - User manuals and administrator guides
  - Individual contact information for phone or webinar consultation
- 2 Installation** and configuration are performed with the assistance of TraumaCad support team via remote session, after the appropriate hardware (client workstation, server, or virtualmachine) is prepared by the customer.
- 3 Training** is scheduled with the surgeons by our Applications Trainers when TraumaCad is tested and ready.

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Post installation, the TraumaCad support team can be reached by email, internet chat, or telephone for questions or assistance:

## CONTACT US



[traumacad.support@brainlab.com](mailto:traumacad.support@brainlab.com)



<http://www.brainlab.com/livesupport>



**USA, Canada, Central and South America**

+1 (800) 597-5911

**Europe, Africa, Asia and Australia**

+49 89 991568-44