



## IBA Dosimetry Launches New Support Portal as part of the CAREprogram Customer Satisfaction Initiative.

**New Support Portal offering service quality and 24/7 service accessibility for more efficient and safer radiation therapy QA and customer convenience**

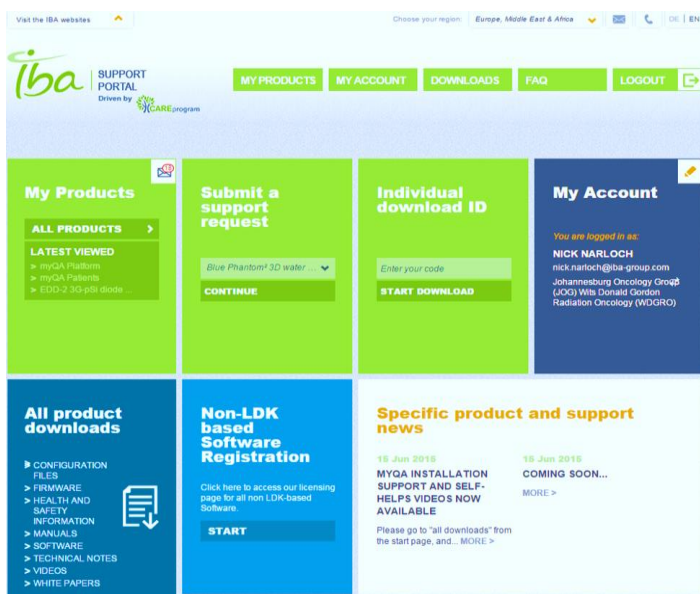
**Schwarzenbruck, Germany, August 4, 2015**– IBA (Ion Beam Applications S.A.), the global high-tech leader in the next generation of proton therapy solutions and radiation therapy dosimetry for the treatment of cancer, announces the successful debut of the all-new IBA Dosimetry Support Portal. The most recent addition of the IBA CAREprogram initiative, the new Support Portal adds emphasis on customer satisfaction by offering continuous service accessibility and improved service quality for global customer convenience.

*“I find the new Support Portal very helpful in our daily clinical work. We have now all support information in one place, from manuals to technical notes to training content. Furthermore, we can now easily submit a support request via the portal,”* says **Mathias Dierl, Head of Medical Physics, Radiation Therapy, Medical Center Bayreuth, Germany.** *“A great additional feature is that the Support Portal gives me a complete overview of all my IBA dosimetry software versions installed, next upgrades, as well as all equipment hardware including a scheduling overview of needed calibrations, etc. The new Support Portal is a unique solution that makes our lives again a bit easier.”*

Registration and access to the IBA Dosimetry Support Portal is now available.

*“We are very pleased to launch the new and powerful IBA Dosimetry Support Portal to our valued customers, with free registration under <http://iba-portal.se/login>,”* says **Christian Kling, Vice President Customer Service.**

*“The Support Portal platform empowers our users to manage their equipment or explore any of our products whenever, and, wherever they are. By giving customers constant access to their IBA assets, they are now able to track warranties, manage maintenance objectives, download important software updates, and request further support right from their myQA software, desktop or mobile device. There is also an added value of printed and recorded training resources available at just a click away. We encourage every user to register now to take advantage of this service and to let us know about their experience within the Portal.”*





As referenced by Mr. Dierl, IBA has a legacy of improving products and processes for their valued customers. *“Providing conveniences for everyday necessities is a key component of Caring for our customers,” says Tina Baker, Global CARE manager. “Our service teams in Memphis TN, Beijing, China and Schwarzenbruck, Germany, have worked very closely with our loyal global customers to understand their needs and desires regarding the challenges they face every day—from the simple to the complex. Through this collaborative effort, a unique single space solution has been created to address some of those challenges. We believe the Support Portal will definitely become a customer favorite.”*

#### **About IBA**

IBA (Ion Beam Applications S.A.) is a global medical technology company focused on bringing integrated and innovative solutions for the diagnosis and treatment of cancer. The Company is the worldwide technology leader in the field of proton therapy, the most advanced form of radiation therapy available today. IBA’s proton therapy solutions are flexible and adaptable, allowing customers to choose from universal full scale proton therapy centers as well as compact, single room systems. In addition, IBA also has a radiation dosimetry business and develops particle accelerators for the medical world and industry.

Headquartered in Belgium and employing about 1100 people worldwide, IBA has installed systems across the world, from Europe and the US and to the emerging markets. IBA is listed on the pan-European stock exchange EURONEXT. (IBA: Reuters IBAB.BR and Bloomberg IBAB.BB) and more information can be found at: [www.iba-worldwide.com](http://www.iba-worldwide.com)

#### **Media Contact:**

Tina Baker  
Global CARE Manager  
IBA Dosimetry



[tina.baker@iba-dosimetry.com](mailto:tina.baker@iba-dosimetry.com)  
<http://www.iba-dosimetry.com>

#### **Customer Contact for Support Portal information:**

Rainer Degener for Europe, Middle East, Africa: [service@iba-group.com](mailto:service@iba-group.com)  
Richard Solorzano for Americas: [USService@iba-group.com](mailto:USService@iba-group.com)  
Lin Xu for Asia Pacific: [serviceAPAC@iba-group.com](mailto:serviceAPAC@iba-group.com)