

Siemens Remote Service for Diagnostics

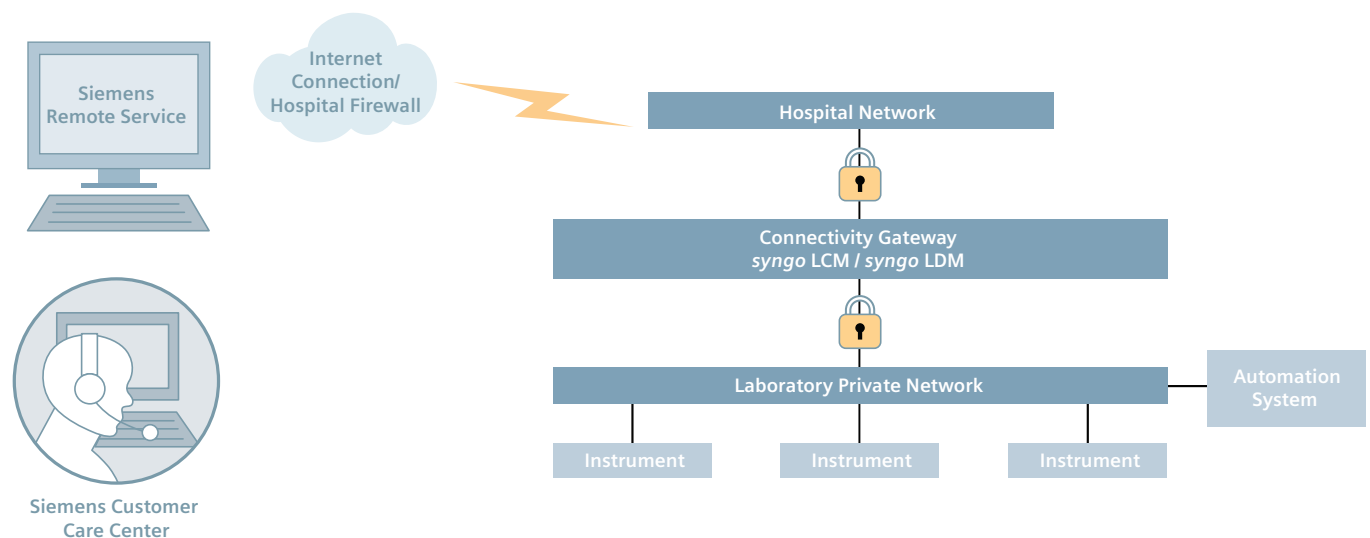
Optimize diagnostics system performance for better patient care

Frequently Asked Questions and Technical Specifications

Real-time Support

The Siemens Remote Service for Diagnostics (SRS) software resides on your *syngo*® Lab Connectivity Manager (LCM) and *syngo*® Lab Data Manager (LDM) IT platforms, which maintain a connection to the SRS enterprise servers. Our point-of-care instruments deploy the SRS software on a server on your facility's network.

Overview of Siemens Remote Service for Diagnostics



Frequently Asked Questions

How does Siemens Remote Service work?

SRS, part of our Customer Care program, is a customized service solution designed to take care of you, so you can take care of your patients every step of the way. The *syngo* IT platforms and instruments that are connected to the private network utilize the SRS software to send support data. Instrument readings such as temperatures, voltages, and cycles are recorded and sent to the SRS Enterprise system on a periodic basis to proactively monitor hardware performance.* The monitoring is streamlined and any additional data needed to troubleshoot an issue requires the operator's explicit acknowledgment. All monitoring is handled through port 443 and is encrypted.

Will Siemens call if SRS identifies an issue with my instrument?

Siemens instruments with SRS capabilities are set to monitor the performance of key components based on specific parameters. If the parameters flag a potential issue, Siemens will reach out to you with a plan of action. Note that you should contact Siemens immediately if you notice that an instrument is experiencing hardware, software, or assay issues. When you call Siemens about an issue, SRS may be utilized to obtain critical data to resolve it.

The ability to obtain data quickly is a key advantage of SRS. You don't have to fax data or wait for an on-site service engineer to arrive and assess an issue. SRS allows Siemens to do the assessment remotely—prior to dispatch—so that the engineer will already be apprised of the situation and have the necessary data and replacement parts on hand upon arrival at your site.

How is SRS connected at my facility?

The *syngo* IT platforms connect to the SRS Enterprise system via the Internet. Internet access is provided by your facility. The *syngo* hardware contains a dedicated network card for the hospital and for SRS network access.

Does SRS require a VPN setup?

Modem or VPN connectivity is not supported.

Do any of the Siemens analyzers need to be on my facility's network?

In most cases, the Siemens instruments will not reside on your facility's network. Connection to your network may be necessary if the instruments are located more than 300 feet away from the Siemens *syngo* LCM.

Can I use the *syngo* LCM as a workstation in my facility?

No. The *syngo* LCM is an IT platform that provides remote support capabilities. It should not be used for general network access or lab usage—domain membership for desktop management is not required and is not supported. The installation of hardware, software, virtualized environments, or third-party devices that have not been provided by Siemens Healthcare Diagnostics is not supported. These installations may affect the system's compliance, cause errors, and prevent proper operation.

Does the SRS hardware have security in place to restrict access?

The *syngo* IT platforms implement a number of measures to restrict access to its hardware and data stream, including password-protected BIOS and an isolated, private instrument network that cannot be bridged to the site network.

Can Siemens personnel access my instrument without my knowledge?

Your facility defines the access available to remote users through the SRS software interface. Your facility has full control over uploads, downloads, and remote desktop sharing access to your devices. Operators may grant or deny access to remote access sessions, software updates, and applications.

How do I know who from Siemens is accessing my systems?

SRS personnel use a personal username and password for logon and authentication to the SRS Enterprise system. All interactions between Siemens service personnel and the hospital's or laboratory's connected instruments are through the SRS application. All Siemens user and system interactions are recorded and available for audit.

Is virus protection provided with SRS?

Virus protection, scanning, and disinfection are provided through Symantec antivirus software. This software also monitors for security risks such as adware and spyware. Siemens updates the computer weekly as the latest definitions are received from Symantec. These updates are loaded automatically and monitored remotely to ensure proper installation. The antivirus software is configured to detect heuristic behavior and identify potentially new or unknown viruses. This provides an added layer of security should an outbreak occur before the latest definitions have been loaded.

Is patient identification protected?

Yes. Siemens service personnel are required to obtain the consent of the customer in circumstances where Patient Health Information (PHI) may be exposed, including unique troubleshooting situations, direct file transfer, direct query, or remote desktop sessions. Data stored locally is unencrypted. If advanced troubleshooting requires the transfer of PHI, access to all transmitted data and information is restricted to Siemens service personnel to ensure confidentiality of patient information and compliance with applicable regulations. All Siemens service personnel are trained under our Privacy Policy, which complies with the Health Insurance Portability and Accountability Act (HIPAA) and other applicable regulations on proper management of PHI. If the system is decommissioned, the laboratory should maintain the hard drive and ensure it is contained or destroyed per laboratory procedure.

*Not available on all Siemens instruments

Which Siemens diagnostic solutions have SRS capability?

In order to access Siemens Remote Service for Diagnostics, you will need to install *syngo* LCM and/or *syngo* LDM to manage the connectivity of your instruments. The SRS software resides on your *syngo* IT platforms, which maintains a persistent connection to the SRS enterprise servers. For point-of-care, the SRS software is deployed on a server or computer on your facility's network.

	Aptio™ Automation	VersaCell® System	ADVIA® Automation Solutions	ADVIA Centaur® XP / CP Systems	IMMULITE® 2000 / 2000 XPI Systems	ADVIA® 2400 / 1800 Systems	Dimension Vista® 1500 / 500 Systems	Centralink™ Data Management System	RAPIDComm® Data Management System	LabPro Information Manager
Expedite on-site diagnosis and repair when needed. SRS speeds up on-site repair by providing information and guidance, identifying defective parts and accelerating delivery.	✓	✓	✓	✓	✓	✓	✓		✓	✓
Minimize downtime with proactive, remote monitoring. SRS screens system performance periodically and initiates appropriate action if a deviation from a predefined value is detected.					✓		✓			
Troubleshoot problems fast with remote desktop sharing. Initiate remote access sessions on an as-needed basis to allow Siemens service personnel to review and optimize instrument performance through remote control, data transfer, and/or software confirmation.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

syngo Lab Data Manager Specifications

Standard Capacity Server

Instrument connections

Up to 4 instrument connections

Peak throughput

7,000 tests per hour

System availability and redundancy

Reliable system architecture with expected 99.5% availability

Redundant system storage

Software

Microsoft® Windows Server® 2008 R2, Microsoft SQL Server® 2008 R2

Server Hardware

Intel® Dual Core 3.0 GHz

1333 MHz 6 MB CPU Cache

4 GB RAM

650W Power Supply

250 GB Hot Swap SATA Drive

2 x 1.0 TB Hot Swap Hard Drives

Networking and communication

2 networking cards-one for connectivity with the hospital network and one for connectivity with instruments

Secure Sockets Layer (SSL) web-based communication for remote support

High Capacity Server

Up to 32 instrument connections

60,000 test results per hour

Redundant system storage, power, and CPU

2 x Intel Xeon® Quad Core 2.66 GHz

2 x 1333 MHz 6 MB CPU Cache

8 GB Server-Grade RAM

600W Redundant Power Supply

250 GB Hot Swap SATA Drive

8 x 1.0 TB Hot Swap Hard Drives

syngo Lab Connectivity Manager Specifications

Hardware

Dedicated Computing PC
17-inch Monitor
16-port Ethernet switch
Cabling
UPS Power Supply

Security

Secure SRS Connection leveraging industry standard protocols

Software

Windows® 7 Operating System
Anti-Virus Software - Symantec™
VNC® software
pcAnywhere™
Windows Compression Software

AES-256 SSL
2048-bit RSA public key encryption

All outward contact initiated from syngo LCM
Laboratory customers must explicitly authorize
remote desktop sessions and remote software installations
HIPAA trained service personnel to protect patient privacy

Siemens Healthcare Diagnostics, a global leader in clinical diagnostics, provides healthcare professionals in hospital, reference and physician office laboratories and point-of-care settings with the vital information required to accurately diagnose, treat and monitor patients. Our innovative portfolio of performance-driven solutions and personalized customer care combine to streamline workflow, enhance operational efficiency and support improved patient outcomes.

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