



Home Menu | Event Log

Welcome to Siemens Remote Service

Conf. Admin | Temp. | Quality Assurance | File | Image Tools
Backup & Restore | Report Generation | Test Tools | Auto Report

EVQM Tests | Utilities

Siemens Remote Service for Diagnostics

Optimize diagnostic system performance for better patient care

www.siemens.com/diagnostics-it

Maintain the best possible working environment and advanced system performance with proactive support from Siemens Remote Service for Diagnostics

Your challenge is to provide high-quality diagnostic services while prioritizing resources and remaining within budget. Siemens Remote Service for Diagnostics (SRS), part of the Siemens Customer Care program, is a real-time remote service that connects your instruments with continuous access to global technical support from Siemens. Delivered through a secure network SRS increases system uptime and efficiency by identifying issues early, resolving them remotely, and expediting on-site repair if required.

Enhance instrument performance with timely, proactive troubleshooting

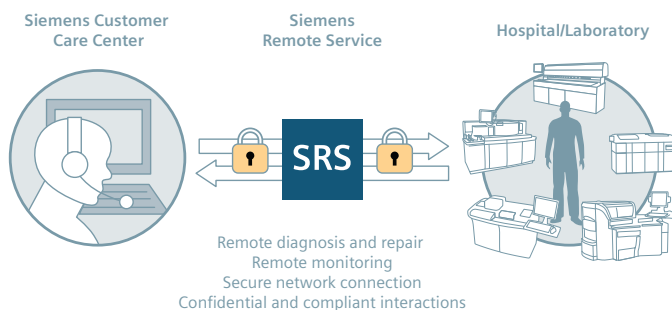
Resolve problems as they arise. SRS proactively monitors* your systems to detect issues before they impact performance, so unplanned interruptions are minimized.

- Services that formerly required on-site visits are available via data transfer, making it possible to identify errors and make repairs remotely.
- When an on-site visit is required, SRS ensures minimal downtime by providing service engineers with the necessary information and replacement parts.

Enable continuous security, patient privacy, and regulatory compliance

SRS has advanced security measures that provide a high level of security, confidence, and peace of mind by safeguarding patient data and helping you stay compliant with regulations.

- The secure Siemens infrastructure keeps your data and systems safe from network intrusion.
- Unauthorized access is prevented by encrypting data during transmission and logging remote activity.
- A permission-based approach to system visibility gives you assurance of data security while providing Siemens necessary access to ensure optimal performance in your lab.
- Latest software updates on syngo® Lab Connectivity Manager (LCM) are installed on a continuous basis. Updates include anti-virus and operating system updates.



*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 to manage the connectivity of your instruments. The SRS software resides on your *syngo* IT platform, 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 / XPT Systems	IMMULITE® 2000 / 2000 XPi Systems	ADVIA® 2400 / 1800 / XPT Systems	Dimension Vista® 1500 / 500 Systems	CentraLink™ Data Management System	RAPIDComm® Data Management System
Expedite on-site diagnosis and repair when needed.	✓	✓	✓	✓	✓	✓	✓		✓
Help minimize downtime with proactive, remote monitoring.					✓		✓		
Troubleshoot problems with remote desktop sharing.	✓	✓	✓	✓	✓	✓	✓	✓	✓

ADVIA, ADVIA Automation, ADVIA Centaur, Aptio, CentraLink, Dimension Vista, IMMULITE, RAPIDComm, *syngo*, VersaCell, and all associated marks are trademarks of Siemens Healthcare Diagnostics Inc. or its affiliates. All other trademarks and brands are the property of their respective owners.

Product availability may vary from country to country and is subject to varying regulatory requirements. Please contact your local representative for availability.

Global Siemens Headquarters

Siemens AG
Wittelsbacherplatz 2
80333 Muenchen
Germany

Global Siemens Healthcare Headquarters

Siemens AG, Healthcare
Henkestrasse 127
91052 Erlangen
Germany
Telephone: + 49 9131 84 - 0
www.siemens.com/healthcare

Global Division

Siemens Healthcare Diagnostics Inc.
511 Benedict Avenue
Tarrytown, NY 10591-5005
USA
www.siemens.com/diagnostics

Order No. A91DX-CAI-150351-GC2-4A00
06-2015 | All rights reserved
© 2015 Siemens Healthcare Diagnostics Inc.