

Smart Remote Services (SRS)

Your secured connection to Siemens Healthineers
Remote Support and Services

[siemens-healthineers.com](https://www.siemens-healthineers.com)

“Through direct remote support and remote interactions with Siemens Healthineers experts, our lab technicians can confidently manage and mitigate unexpected events and troubleshoot issues faster and more easily. Initial troubleshooting time was reduced by 35% through Remote Services and Remote Expert Support versus our previous clinical chemistry analyzer.”¹

Dr. Luca Brigato, Lab Manager, San Marco Veterinary Clinic, Padua, Italy

Smart Remote Services (SRS)*

Your secured connection to Siemens Healthineers Remote Support and Services

Get on-demand, remote access to the support you need

To meet the demands of today's healthcare environment, Siemens Healthineers has redefined equipment reliability and service with predictive, proactive, and remote services to keep you focused on improved outcomes and optimized return on investment. Smart Remote Services (SRS) is a secured data link that connects your medical equipment to our experts.

SRS streamlines service requests and connects you to our experts for faster resolution

- Get fast troubleshooting and resolution through direct remote access to our application and technical experts.
- Increase system availability through continuous remote monitoring of equipment and proactive service notifications of potential failures.
- Generate a service ticket automatically and proactively to schedule a preventive service visit or remote support.
- Enhance equipment performance through remote software updates and upgrades.

Smart Remote Services enables you to benefit from:

- Guardian Program®
- Direct Remote Access
- Remote Assistance
- Personal Education Program (PEP)
- Remote software updates and upgrades
- Live video and chat options
- Remote training and troubleshooting modules



Remote diagnosis and troubleshooting support*

Remote issue identification, potential failure diagnosis, troubleshooting, and support for fast repair.

- Mitigates operational impact.
- Increases system availability.
- Minimizes the impact of unexpected events.



Remote application support*

On-demand, real-time remote interaction between you and our team of application experts.

- Provides immediate access to technical and application expertise.
- Provides fast access to equipment, diagnostics IT, and assay support.
- Enables peak performance and efficiency for fast patient care.

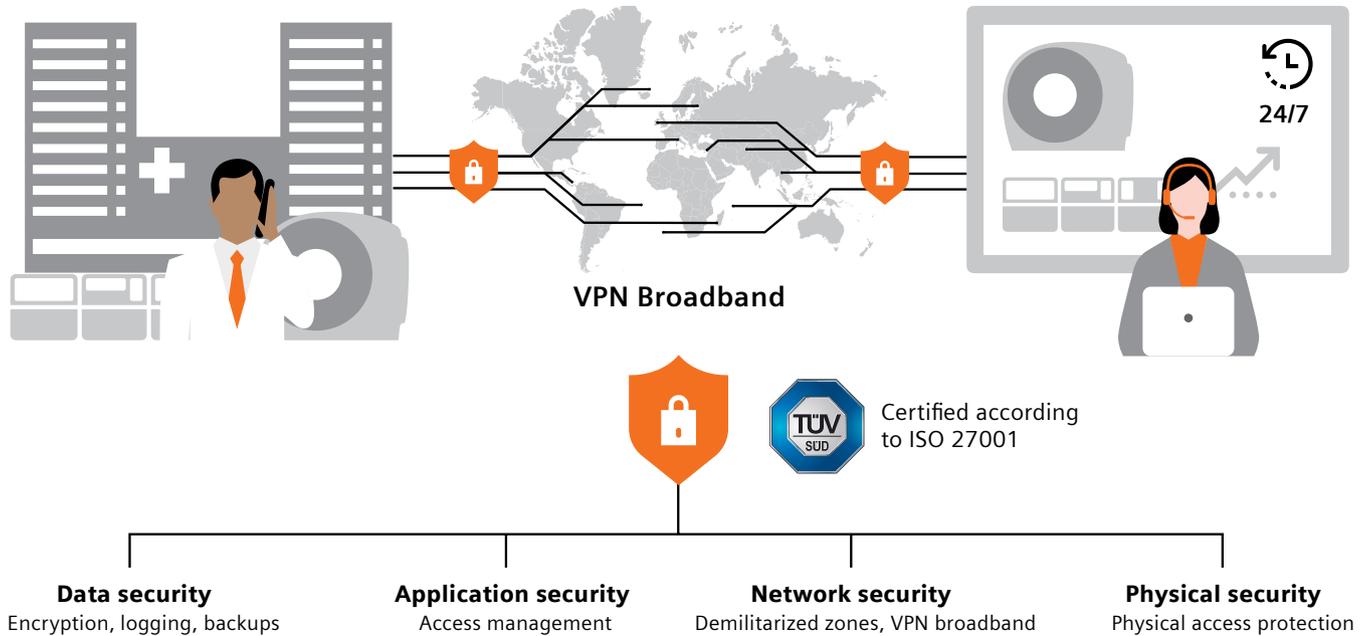


Remote software updates and upgrades*

Ability to schedule software updates around peak workflow to optimize equipment performance.

- Maintains equipment at latest level of functionality.
- Includes software updates, upgrades, patches, security updates, and new system functionalities.
- Maintains and enhances equipment performance.

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



SRS technical and organizational security concept,^{1,2,3} compliant with HIMSS/NEMA, IEC 80001-1 standards, ePHI and PHI requirements, FDA cybersecurity guidance, and ISO 27001.



Remote trainer and remote training modules*

Remote education and training for your equipment, conducted by education experts or available as remote education modules.

- Enhances knowledge and competencies.
- Improves workforce productivity.
- Increases satisfaction and retention of skilled staff.



Remote prediction and monitoring*

Continuous, real-time, predictive monitoring of selected critical hardware and software parameters.

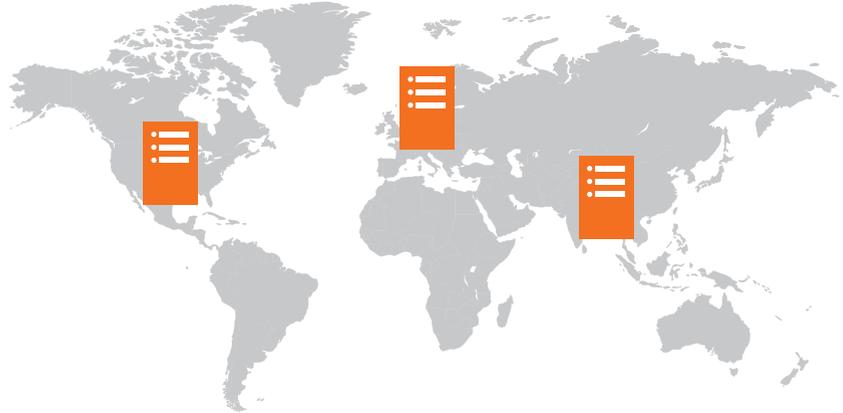
- Creates service tickets for proactive service visits and troubleshooting.
- Predicts and prevents potential downtime.
- Initiates workflow-friendly service scheduling to enable uninterrupted routine operations.
- Increases equipment availability.
- Enables greater return on investment.





Siemens Healthineers is one of the first manufacturers of medical devices worldwide to implement an internationally valid information security management system (ISMS) for remote service of medical devices and software systems. This system has been certified by TÜV Süd in Germany in accordance with ISO 27001.

Smart Remote Services server locations meet regional requirements for standard regulations for data processing and storage.



Servers in EMEA and APAC will be installed in 2020. Contact your local representative for detailed information.

**SRS availability, remote access, and functionality vary by country and equipment.*

†Unauthorized access is mitigated by encrypting data during transmission and logging remote activity. TÜV Certificate ISO/IEC 27001:2013.

Siemens Healthineers Laboratory Diagnostics products/systems that can be connected to Smart Remote Services:

- ADVIA Centaur® CP Immunoassay System
- ADVIA Centaur XP Immunoassay System
- ADVIA Centaur XPT Immunoassay System
- ADVIA® 1800 Chemistry System
- ADVIA 2400 Chemistry System
- ADVIA Chemistry XPT System
- ADVIA 2120i Hematology System
- ADVIA Automation Solutions
- Aptio® Automation
- Atellica® CH 930 Analyzer
- Atellica® COAG 360 System
- Atellica® Connectivity Manager
- Atellica® Data Manager
- Atellica® Direct Load
- Atellica® IM 1300 Analyzer
- Atellica® IM 1600 Analyzer
- Atellica® Inventory Manager
- Atellica® NEPH 630 System
- Atellica® Operator Tablet
- Atellica® Process Manager
- Atellica® Sample Handler
- Atellica® Sample Handler Connect
- Atellica® Sample Handler Prime
- Atellica® UAS 800 Urine Sediment Analyzer
- CLINITEK® AUWi™ PRO Automated Urine Workstation
- Dimension® EXL™ 200 Integrated Chemistry System
- Dimension EXL with LM Integrated Chemistry System
- Dimension RxL Max® Clinical Chemistry System
- Dimension Vista® 500 Intelligent Lab System
- Dimension Vista 1500 Intelligent Lab System
- Dimension Xpand® Plus Clinical Chemistry System
- IMMULITE® 2000 Immunoassay System
- IMMULITE 2000 XPi Immunoassay System
- POCcelerator™ Data Management System
- syngo® LCM
- syngo LDM/LPM
- Sysmex® CS-2000i System
- Sysmex CS-2500 System
- Sysmex CS-5100 System
- RAPIDComm® Data Management System
- StreamLAB® Automation Solutions
- UniPOC™ Data Management System
- VersaCell® System
- VersaCell X3 Solution

At Siemens Healthineers, our purpose is to enable healthcare providers to increase value by empowering them on their journey toward expanding precision medicine, transforming care delivery, and improving patient experience, all made possible by digitalizing healthcare.

An estimated 5 million patients globally benefit every day from our innovative technologies and services in the areas of diagnostic and therapeutic imaging, laboratory diagnostics, and molecular medicine, as well as digital health and enterprise services.

We are a leading medical technology company with over 120 years of experience and 18,000 patents globally. Through the dedication of more than 50,000 colleagues in 75 countries, we will continue to innovate and shape the future of healthcare.

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The products/features and/or service offerings are not commercially available in all countries and/or for all modalities. If the services are not marketed in countries due to regulatory or other reasons, the service offering cannot be guaranteed. Please contact your local Siemens Healthineers organization for further details.

The statements by Siemens Healthineers customers included here are based on results that were achieved in the customers' unique setting. Since there is no typical hospital, and many variables exist, there can be no guarantee that other customers will achieve the same results.

References:

1. SHS HOOD #05162003066010.
2. CS SRS Security Concept 7.0. Siemens Healthcare GmbH. 2018. HOOD #05162002929590. iPDF 6219 0718.
3. Atellica Connectivity Manager Security White Paper and MDS2 Form. Siemens Healthcare Diagnostics. 2019. Order No. 11274641 Rev 02.

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