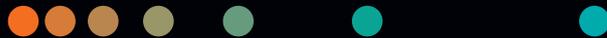# Remote Assistance— powered by TeamViewer

Laboratory Diagnostics

siemens-healthineers.com

Direct remote access to experts and support from Siemens Healthineers

The increasing complexity of clinical and laboratory workflows requires fast and efficient access to expertise to support your continuous daily operations. The communication between healthcare providers and medical device operators is therefore crucial in supporting system uptime, fast results, and patient care. Siemens Healthineers uses innovative technologies, integrating and adapting them to the different needs of the healthcare environment and regulations.

The Remote Assistance functionality, available through the IT solutions of Laboratory Diagnostics, empowers users to contact Siemens Healthineers whenever a support need arises. Remote Assistance is powered by TeamViewer, which offers real-time collaboration between your operators and our technical and application experts in daily laboratory routine. TeamViewer complies with the security concept of Smart Remote Services (SRS), enabling Siemens Healthineers to deliver remote services at a high level of performance while protecting patient and system data.
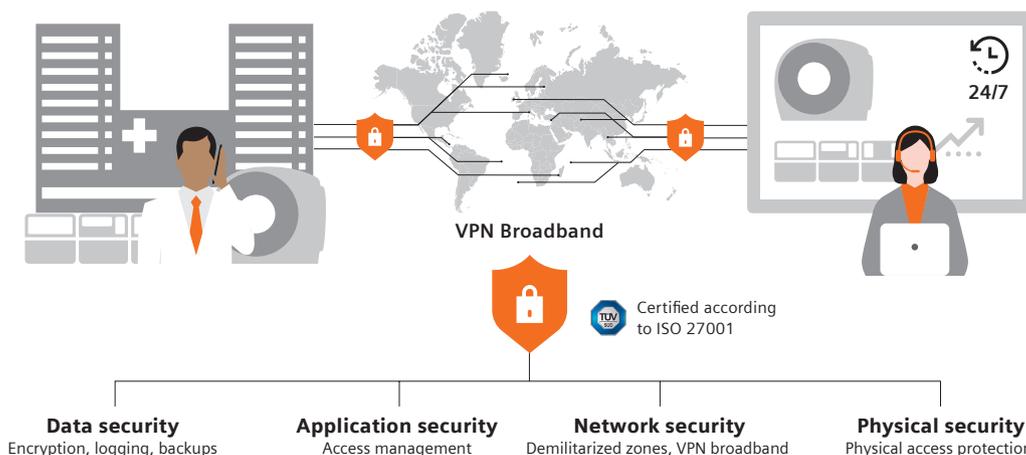
Network design

The connection between the medical device and the SRS infrastructure is established via a Virtual Private Network (VPN) tunnel—either a site-to-site IPsec tunnel or an individual Secure Socket Layer VPN tunnel. The customer has complete control over the initiation and termination of the connection.

The TeamViewer connection between your medical device and the support structures of Siemens Healthineers is established via a secure connection to the proven SRS infrastructure, and not through a cloud-based technology.

All data generated is encrypted twice:

1. At the application layer—between the two TeamViewer instances
2. At the transport layer—between customer network and SRS infrastructure

VPN Broadband

Certified according to ISO 27001

Data security	**Application security**	**Network security**	**Physical security**
Encryption, logging, backups	Access management	Demilitarized zones, VPN broadband	Physical access protection

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Connection details

1. The user initiates the Remote Assistance functionality to report an incident. At the same time, a remote session can be requested. The TeamViewer application is started, and a one-time passcode is automatically generated and displayed to the customer on the user interface screen.
2. The expert at Siemens Healthineers receives the remote support request including the above-mentioned one-time passcode.
3. The expert at Siemens Healthineers searches for the customer's medical device on the SRS platform and starts a secure VPN connection.
4. The SRS infrastructure establishes the secure VPN tunnel between the remote expert and the sLCM installed within customer's network.
5. The sLCM forwards the connection within your network to the medical device.

The VPN connection between the remote expert and the customer's medical device will be established within 20 seconds. In the event of connection failure or network errors, the medical device will forcefully close the VPN tunnel. The connection will then need to be re-initiated by the user.

SRS data transmission

Smart Remote Services uses the cryptographic protocols TLS 1.1 and TLS 1.2 to encrypt remote data transmissions. The gateway can be configured to use a proxy server. External access to network resources is not supported or required. Moreover, changes to existing security policies or firewall configurations are not necessary.

What is the benefit of TeamViewer?

Remote Assistance benefits from the TeamViewer application as it offers various functionalities, such as:
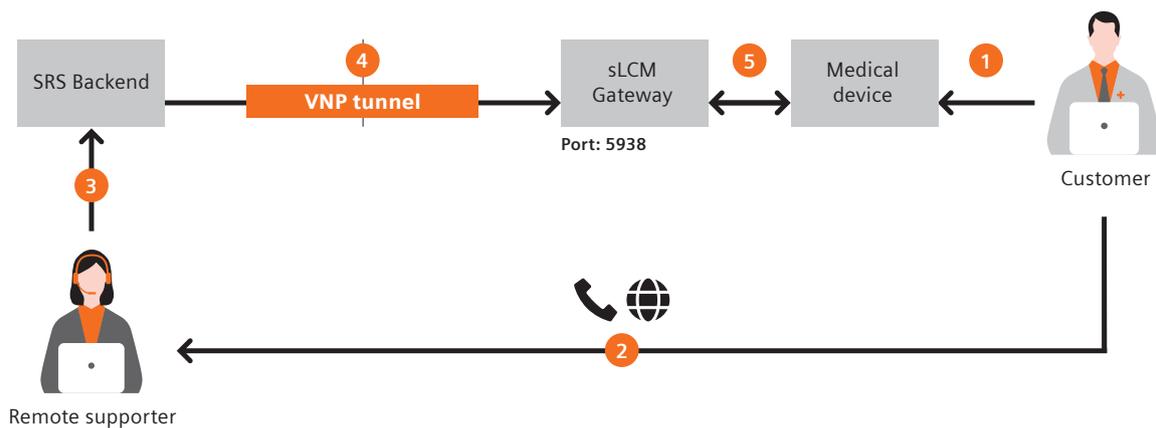• Video sharing
• Chat function
• Screen sharing

Additional remote services and functionalities are available through the SRS connection:

Remote Services
• Guardian Program*
• Remote Software Updates & Upgrades†
• Remote training and troubleshooting modules

Functionalities
• Direct Remote Access
• Live video or chat options

The products/features and/or service offerings (here mentioned) 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. SRS availability, remote access, and functionality vary by country and equipment.

Abbreviations

SRS	Smart Remote Services
VPN	Virtual Private Network
TLS	Transport Layer Security
sLCM	syngo Lab Connectivity Manager

*Guardian deliverables vary by device and are not applicable to all Siemens Healthineers equipment. Ask a local Customer Service representative for advice.
†Connection to Smart Remote Services (SRS) infrastructure is required. SRS has advanced security measures and is compliant with regulations. Availability dependent of IT system and solution.