

# Siemens Remote Service for Diagnostics

Optimize diagnostic system performance for better patient care

[www.siemens.com/diagnostics-it](http://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

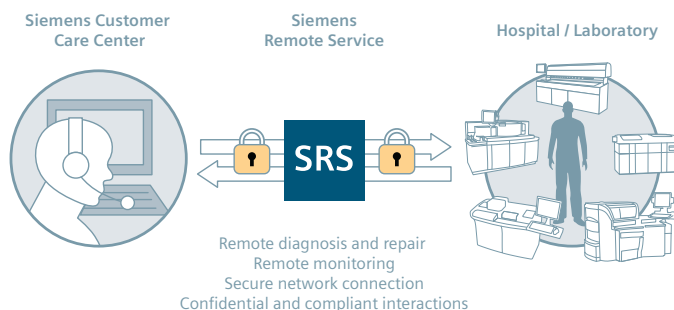
Resolve problems as they arise. SRS proactively monitors\* your systems to detect issues before they impact performance, so unplanned interruptions are minimized.

- 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) and syngo® Lab Data Manager (LDM) 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 and/or *syngo* LDM 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 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
<b>Expedite on-site diagnosis and repair when needed.</b>	✓	✓	✓	✓	✓	✓	✓		✓	✓
<b>Help minimize downtime with proactive, remote monitoring.</b>					✓		✓			
<b>Troubleshoot problems with remote desktop sharing.</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

## Siemens Customer Care Program

Partnership with Siemens provides value-added solutions that exceed expectations—before, during, and after installation. From skilled field engineers and workflow experts to experienced customer-service specialists, Siemens works closely with customers to help their labs reach new levels of operational efficiency.



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

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