

Advancing Cancer Diagnostics
Improving Lives



RemoteCare

The Leica Biosystems Remote Diagnostic Service



Leica Biosystems offers RemoteCare diagnostic support

Ensure your Leica Biosystems supported products are working at optimum efficiency with RemoteCare's 24 hour monitoring system. Reduce lab down-time and increase tissue processor productivity through continuous checks of key functions which safeguard against potential failures. RemoteCare is currently available for use on the following Leica Biosystem products: ASP tissue processors, PELORIS and the CM3600 XP cryomacrotome.



Proactive, Real-time Monitoring

RemoteCare monitors and collects information about each instrument's electro-mechanical functions and system parameters. This provides detailed information on system status including:

- Online processing program monitoring
- Instrument lifetime monitoring
- Reagent and paraffin temperatures
- Preventative maintenance schedule status
- Filter changes
- Rotary valve and pump status
- Error and Run logs
- Electro-mechanical integrity

Prevent Downtime

Leica Biosystems remote technical service engineers can predict system issues and determine the fault conditions to monitor, such as reviewing pump hours to identify when to schedule preventative maintenance. This helps laboratories avoid potential issues, such as "in run" failures, that cause downtime.

Data Security

RemoteCare blocks access to customer and patient data. The direct, remote monitoring only allows diagnostic access to the supported products system information. RemoteCare offers data protection and includes the following key security measures:

- Limits each user to specific data, views, and actions
- Conceals data from unauthorized parties
- Requires system user authentication
- Maintains HIPAA compliance

RemoteAlert

RemoteCare takes overnight tissue processing to the next level. RemoteAlert will notify you about instrument issues via e-mail. In addition, a Leica Biosystems associate can access instrument status online and review general information such as runs completed and reagent management system updates.

Convenient Installation

The RemoteCare service can be set up during the installation of the supported products or during a routine service engineer visit. You can upgrade the tissue processors and the cryomacrotomes to include RemoteCare at any time. The only onsite requirement is that the tissue processor must be able to connect to the internet.

About RemoteCare

Leica Biosystems developed the value-added RemoteCare service in partnership with PTC Corporation, a leading provider of Device Relationship Management solutions. The core of the system is the sophisticated, patented, enterprise software of PTC Corporation, which runs in the protected environment of Leica Biosystems server centers that connect to the tissue processors software.

The RemoteCare program is another great example of Leica Biosystems focus to add value for our customers with proven technology that takes customer satisfaction to the next level.

LEICA BIOSYSTEMS

Leica Biosystems is a global leader in workflow solutions and automation, integrating each step in the workflow from biopsy to diagnosis.