

# Press Release

June 23, 2010

Leica Microsystems and Axeda Take Top Honors at  
Connected World Conference

Gold Machine-to-Machine (M2M) Value Chain Award for RemoteCare  
Smart Services Program

Foxboro, Mass., USA. Leica Microsystems received a gold M2M Value Chain award with Axeda Corporation honored as its enabler at the annual Connected World Conference. Announced last week, the awards highlight the critical elements of the machine-to-machine (M2M) value chain that create a winning solution for the end customer. The companies were honored for the Leica RemoteCare smart services program.

A global leader in the development and manufacture of microscopes and other medical devices, Leica Microsystems places top priority on innovation and superior customer service. Powered by Axeda, Leica RemoteCare enables the Leica Microsystems' service organization to remotely monitor and support its microscopes and tissue processors – driving maximum product uptime and customer satisfaction.

"The companies that are receiving Value Chain Awards this year represent an excellent mix of applications and industries. I am honored to be recognizing such stellar companies," says Peggy Smedley, editorial director, Connected World magazine. "They have truly demonstrated a commitment to the M2M marketplace by implementing cutting-edge technology and winning a Value Chain Award only acknowledges their effort."

Since deployment, Leica Microsystems has realized substantial benefits from its RemoteCare program, including:

- 40% reduction in unscheduled downtime
- 33% reduction in field service visits
- \$500,000 savings in operating expenses
- 12% improvement in time to repair fulfillment

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Using the Axeda ServiceLink applications running on the cloud-based Axeda Platform, Leica Microsystems rapidly deployed their smart services solution in the field — tripling the number of connected products in 2009.

“We needed a solution that would allow us to focus on our customers and equipment,” said Frank Bunge, director of after sales services, Leica Microsystems. “With RemoteCare, if a temperature is out of range on a tissue processor, an alarm and email are sent to us and the customer, who makes the adjustment before losing a specimen. That is a major benefit of the solution.”

More than 150 major organizations rely on the Axeda Platform and applications to drive machine-to-machine (M2M) initiatives and get maximum value from their connected products. This is Axeda’s fifth consecutive M2M Value Chain award.

“We measure our success based on the value that our technology drives for our customers,” said Dale Calder, president and CEO, Axeda. “It is truly a great honor to be recognized with this award year-over-year.”

## More Information

For a complete case study on Leica RemoteCare please visit [www.axeda.com/customer-leica-microsystems-customer-success.htm](http://www.axeda.com/customer-leica-microsystems-customer-success.htm).

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**Axeda Corporation** is connecting the world’s products. Its cloud platform and applications enable manufacturers, solution providers, and system integrators to rapidly connect, build, and manage powerful machine to machine (M2M) applications for connected products that drive new business models and revenue opportunities. More than 150 of the world’s leading enterprises, including Agilent, Diebold, and EMC, rely on Axeda’s VeriSign® Security certified solutions today. Join our developer community at: <http://developer.axeda.com> and learn more at [www.axeda.com](http://www.axeda.com)

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**Leica Microsystems** is a leading global designer and producer of innovative, high-tech, precision optical systems for the analysis of microstructures. It is one of the market leaders in each of its business areas: Microscopy, Confocal Laser Scanning Microscopy with corresponding Imaging Systems, Specimen Preparation, and Medical Equipment. The company manufactures a broad range of products for numerous applications requiring microscopic imaging, measurement, and analysis. It also offers system solutions for life science including biotechnology and medicine, research and development of raw materials, and industrial quality assurance. The company is represented in over 100 countries with 14 manufacturing facilities in 11 countries, sales and service organizations in 19 countries and an international network of dealers. The international management is headquartered in Wetzlar, Germany.

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