Stress Relief: Real-time Application Support and Service for the Leica ASP300 S Tissue Processor

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Tissue processor downtime dramatically impacts laboratory efficiency and tissue quality. To maximize uptime and the performance of the critical work step of tissue processing, Leica now provides remote service and application support of your instrument's performance to predict possible system failures.

Proactive, real-time monitoring of system status

RemoteCare™ is Leica's first step in the creation of a broad portfolio of remote support and service product offerings and is available to customers who have purchased a Leica RemoteCare support package or service contract. On a regular schedule, RemoteCare monitors and collects information about the electro-mechanical functions and system parameters of the instrument, and provides detailed information on system status including:

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

Through analysis of this data, Leica technical service engineers can predict system issues and determine the fault conditions to monitor, such as reviewing the pump hours to determine when to schedule preventative maintenance. This can help your laboratory avoid "in run" failures that can lead to specimen loss. RemoteCare support staff can capture and analyze instrument data, and maintain HIPAA compliance. Remote problem diagnosis with reasonable accuracy helps laboratories avoid potential issues that cause downtime and specimen loss. RemoteCare blocks Leica from access to customer or patient data. The direct, remote monitoring is designed to allow access to ASP300 S diagnostic system information only and includes the following security measures:

- Conceals data from unauthorized parties
- Requires system user authentication
- Limits each user to specific data, views, and actions. For overnight tissue processing, you can choose to be notified about instrument issues via e-mail or cell phone. In addition, you can access instrument status online and review information such as runs completed and reagent management system updates.

About RemoteCare™

RemoteCare service can be established during product installation or during a routine service engineer visit. You can upgrade the ASP300 S to include RemoteCare at any time. The only onsite requirement is that, either directly or through a proxy server, the computer on the ASP300 S must be able to connect to the internet.

Leica Microsystems developed the RemoteCare service in partnership with Axeda® Corporation, a leading provider of Device Relationship Management solutions. The core of the system is the sophisticated, patented, enterprise software of Axeda® Corporation, which runs in the protected environment of Leica server centers that connect to the ASP300 S software. The Leica RemoteCare program is designed to add value for our customers with proven technology.