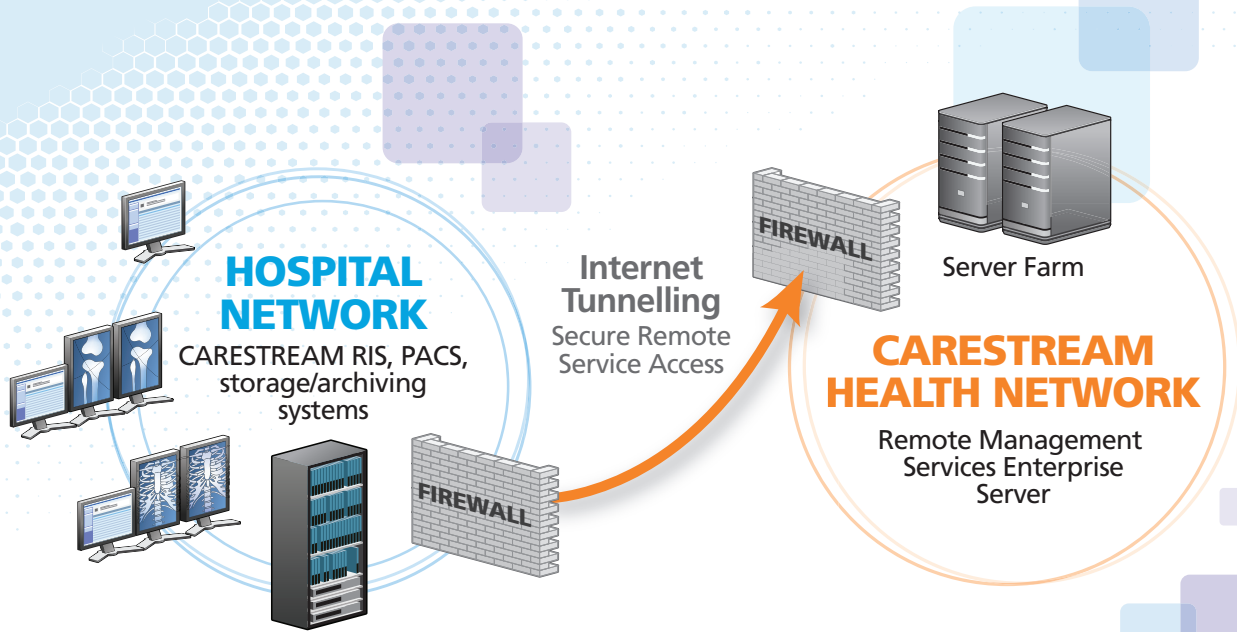




Advantages at a glance

Improve productivity and maximize equipment uptime with secure remote system monitoring. CARESTREAM Remote Management Services helps you to maximize uptime and productivity of your RIS, PACS, and storage/archiving systems.

- Maximize equipment uptime for RIS, PACS, archiving systems
- Maintain productivity of system users
- Reduce emergency service calls
- Receive regular reports for service calls opened with RMS



Status Monitoring Keeps You Productive

Through a secure, encrypted remote connection, these Carestream Health devices send status messages to Carestream Health's service professionals to notify them of potential operating problems before they cause downtime. In the event that a specific threshold value is exceeded, a request for service is automatically opened. You'll be notified of such requests and related service activities through the delivery of regular reports.

Preventive maintenance and regular reports on service interventions

Potential problem conditions on your RIS, PACS, and storage/archiving systems can be identified through remote automatic monitoring. In the event that a potential system malfunction is detected, a request for service is immediately opened, thus reducing the number of emergency calls to Carestream Health.

System or equipment performance issues can be proactively diagnosed and repaired remotely by a dedicated Service Team, before downtime occurs.

The Carestream Health Service team will deliver regular reports, including actual status, on service calls opened through RMS.

Features

- Monitors and proactively diagnoses error conditions without introducing downtime
- Enables quick response for remote remediation and proactive maintenance
- Schedules service calls before problems occur
- Requires minimal setup to enable monitoring traffic over secure tunnel
- No additional hardware is required
- Collects historic data on system productivity and performance
- CARESTREAM Secure Remote Service Access (SRSA) is the product used for the secure, encrypted remote connection

Security

- Enables firewall-safe transmission of instrument data, using secured tunnel between the Carestream Health and hospital networks
- Communication is initiated by RIS, PACS, and storage/archiving devices; connection is only to the Remote Management Services enterprise server
- Remote Management Services enterprise server is located on Carestream Health's Intranet in compliance with our internal security standards
- Patient-related information and sensitive data are neither monitored nor collected by Carestream Health through Remote Management Services
- Carestream Health, Inc., participates in the Safe Harbor program and adheres to the Safe Harbor Principles developed by the U.S. Department of Commerce and the European Union for data protection (For more information about the Safe Harbor program, please visit the U.S. Department of Commerce's Safe Harbor website: <http://expot.gov/safeharbor/>)



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