

Ortho Clinical Diagnostics

a *Johnson & Johnson* company

Remote Monitoring Centers

The Ortho Clinical Diagnostics (OCD) **Remote Monitoring Centers** are the first of their kind 24-7 global central command centers in the *in vitro* diagnostic industry. Using remote diagnostic tools leveraging more than 30 years of field engineering experience, the Remote Monitoring Centers allow OCD technical support specialists and engineers to identify specific service needs up to 30 days in advance. With this pioneering innovation, OCD advances instrument servicing from the old “break-fix” model to a new “predict and maintain” model.

The Remote Monitoring Centers use proprietary predictive software and **e-Connectivity™** Technology to continuously track the condition of instrument performance. OCD technical support specialists and engineers are able to monitor the operating status of every VITROS® System that is securely connected via e-Connectivity™ Technology on the Internet. A highly skilled support team is on-call 24-7 to diagnose issues remotely and, when required, schedule service at a customer’s convenience. In the event of an emergency, a team of expert service engineers and technical support specialists guide customers through repairs.



The Remote Monitoring Centers fundamentally change the way laboratories manage and maintain instruments so they can deliver timely and accurate results to physicians and patients.

Benefits of the Remote Monitoring Centers

The Remote Monitoring Centers detect and predict a variety of known potential instrument problems before they interrupt the ability of the laboratory to deliver quality results.

OCD technical support specialists and engineers monitor performance, diagnose issues remotely, and when required, schedule service at a customer’s convenience, allowing laboratories to optimize instrument uptime. Predictive alerts and remote troubleshooting minimize unscheduled instrument interruptions and ultimately reduce lab costs and improve efficiency. Finally, automated feedback enables service actions to be more effective at resolving issues.

The Remote Monitoring Centers further complement the innovation behind VITROS® Systems, offering customers a competitive advantage in terms of maximizing productivity and enhancing patient care.

Predictive Alerts through e-Connectivity™ Technology

State-of-the-art e-Connectivity™ Technology provides a secure, two-way broadband Internet connection that allows OCD technical support specialists and engineers to perform remote system analysis, as well as monitor, review and upgrade system configuration, data and performance information. Predictive alerts generated by a stream of data from instruments allow OCD technical support specialists and engineers to identify specific service needs before they cause an interruption in laboratory operations.

e-Connectivity™ Technology is available for the VITROS® 5600 Integrated, 3600 and ECi/ECiQ Immunodiagnostic, and 5,1 FS Chemistry Systems. The benefits of e-Connectivity™ Technology include improved labor efficiency, reduced costs and increased uptime. e-Connectivity™ Technology further

benefits laboratory operators by allowing them to access data securely without using fax, e-mail or dictation; and to secure software remotely. e-Connectivity™ Technology also facilitates service recommendations to the designated field engineer before an actual service visit takes place.

Data exchanged via e-Connectivity™ Technology is securely encrypted, protecting valuable and confidential patient information. e-Connectivity™ Technology operates on a secure Virtual Private Network (VPN), which means data is not exposed directly to the Internet.

The VPN analyzer has a non-routable, pre-assigned IP address that can only communicate with OCD servers. The customer also retains control of the data, as OCD cannot access the customer's network through the connection.

Global Support

The first Remote Monitoring Center in Rochester, New York, was launched in July 2009 and focuses on the specific needs of North American laboratories. A second center opened in October 2009 in Strasbourg, France and expands the Remote Monitoring Center's reach by allowing customers to connect with technical support specialists in eight languages – English, French, German, Spanish, Italian, Portuguese, Dutch and Polish. Furthermore, the Strasbourg facility supports 18 countries around the world, including the United Kingdom, Ireland, France, Germany, Spain, Italy, Portugal, The Netherlands, Belgium, Poland, Denmark, Norway, Australia, India, Japan, Singapore, Korea and Thailand.

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