

BIOMÉRIEUX'S SMART REMOTE SERVICES

ENSURE CONTINUOUS TESTING OPERATIONS
WITH SECURE VIRTUAL ASSISTANCE.



Your Ally in Advancing Quality

Discover the Smart Remote Services from bioMérieux

bioMérieux's Smart Remote Services **secure the continuity of your testing activities** and **improve Lab operations efficiency**.

Obtain quick remote access from the same bioMérieux experts you trust in order to:

- Optimize instrument up time to improve productivity.
- Enhance your knowledge on your equipment and usage.
- Have access to digital tools and services to contribute to the efficiency of your lab.

SMART REMOTE SERVICES

UPTIME REMOTE MANAGEMENT

Protect systems **UPTIME** through a better, faster, more cost-effective customer service

- **Remote Maintenance**
(troubleshoot & repair)
- **Smart Services**
(proactive maintenance)
- **Update Management**
(patch & update deployment)
- **Training & Coaching**
(support through remote access)

The development of new Smart Remote Services features will allow to provide data and analytics to monitor and improve lab efficiency, for instance the reagents replenishment*.

* The availability of those additional features are linked to countries capabilities and will be communicated locally. Please consult your local representative for more information.

VILINK®: The secure remote service with more than 14,000 systems connected worldwide

VILINK® is a bioMérieux remote service that enables system troubleshooting and diagnosis, as well as on-demand system updates, proactive maintenance and remote coaching**.

VILINK® software facilitates access to experts via encrypted communication, ensuring the security and integrity of sensitive data by meeting the requirements of high security standards.



Electronic acknowledgement, video audit trails (available upon request), and highly secured hosting are available to maintain compliance with standards and regulations set by governments and agencies.



Remote access (VILINK®) allows us to troubleshoot in real-time in most cases, with minimal interference to our laboratory workflow.

Margarida Pinto
Director of CHLC Group Microbiology Lab
Lisbon, Portugal

Connect to an expert instantly with EASY ASSIST video conferencing

1 hour:

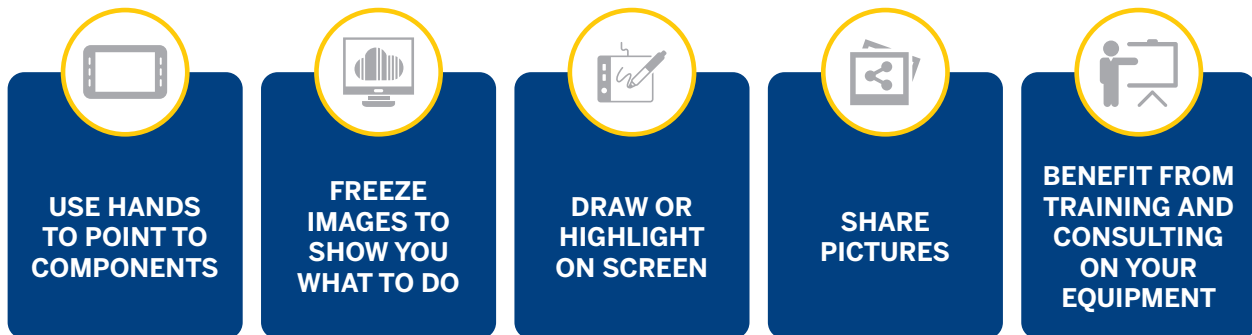
Average estimated time to troubleshoot an issue with **remote assistance.**

VS

1 to 2 days:

Average time to address complex issues that require an **on-site technician.**

EASY ASSIST enables seamless video collaboration between your on-site technician and a bioMérieux remote tech support expert. Using a mobile device, EASY ASSIST provides virtual hands-on instruction to:



One-on-one video exchanges with our experts in real time.

Collaborate with your bioMérieux's experts to improve lab efficiency, inform best practices, and learn more about your equipment and usage patterns.



A customer experienced an issue with the seal of their VITEK® MS. The procedure to repair can be tricky and long if explained by phone. I mentioned the time-saving benefits of using our EASY ASSIST tool and was able to help the customer put the seal back in place, restart the system, and take specific steps. The customer was really happy with the solution, and with being involved in the repair procedure...

Kostas KAROUNTZOS,
CRC Engineer
bioMérieux

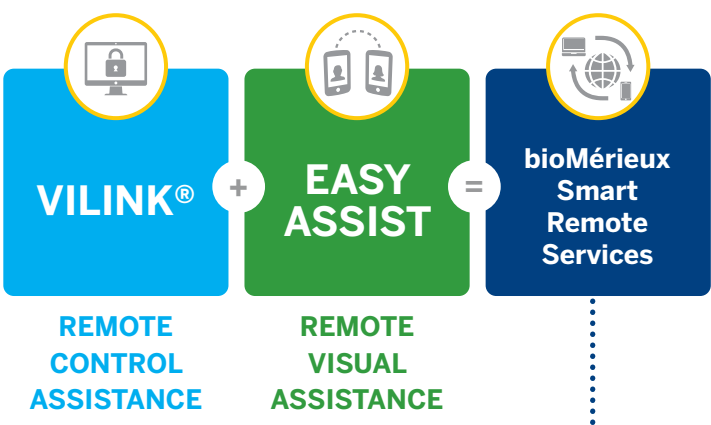
EASY ASSIST INTERFACE



VILINK and EASY ASSIST work together for seamless remote support.

EASY ASSIST complements VILINK's remote access with merged reality and video conferencing.

Quick support for technical matters is critical for laboratories and manufacturing facilities. Attending to equipment issues and remote maintenance becomes safe and easy using VILINK® and EASY ASSIST.



100% REMOTE AND SECURE



EASY-TO-CONNECT FOR CUSTOMER SUPPORT



INCLUDED IN ALL SERVICE CONTRACTS



The main benefits of the bioMérieux's Smart Remote Services



FAST, EASY VIRTUAL ASSISTANCE FROM OUR EXPERTS TO HELP YOUR TESTING WORKFLOW RUN SEAMLESSLY



SECURE SYSTEM TROUBLESHOOTING AND DIAGNOSIS VIA SSL-BASED ENCRYPTED COMMUNICATION



SERVICE INSTRUMENTS EASILY, CONTACT-FREE, AND OUTSIDE OF RUNNING/USAGE HOURS**



BOOST PROFITABILITY WITH INCREASED UPTIME AND QUICK RESOLUTION OF ISSUES



REAL-TIME, ON-SITE ACCESSIBILITY FROM REMOTE BIOMÉRIEUX TECHNICAL EXPERTS



IMPROVE STAFF SKILLS AND SHORTEN THE LEARNING CURVE WITH DIRECT SUPPORT FROM BIOMÉRIEUX EXPERTS



ENSURE CONFIDENCE IN INSTRUMENTATION AND WORKFLOW, ALLOWING YOU TO FOCUS ON PRODUCTION AND RELEASE



INCREASE INSTRUMENT UPTIME AND IMPROVE EFFICIENCY

*** Technical remote support availability depends on subscribed level contract, local organization and system type. Please consult your local representative for availability.*

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