

BIOMÉRIEUX

# VILINK® SMART REMOTE SUPPORT SOLUTION

Ensure the Continuity of your Operations



Your Ally in Advancing Quality

PIONEERING DIAGNOSTICS

Instrument uptime is critical to ensure continuous lab workflow.

VILINK® is a **smart remote support solution** that enables:

- System troubleshooting and diagnosis.
- On demand system updates, proactive maintenance and remote coaching.



**THE SAFE AND  
SECURE SOLUTION  
WITH MORE THAN  
14,000 SYSTEMS  
CONNECTED WORLDWIDE**

VILINK ensures **the protection and integrity of your sensitive data** by following the requirements of validated security standards:

**21 CFR  
PART 11**



**EU  
GDPR**

Electronic acknowledgment, video audit trail, bioMérieux virtual private network, highly secured hosting are available for you to maintain **compliance** with standards and regulations settled by governments and agencies.



**THE FAST AND  
EASY WAY  
TO KEEP  
YOUR INSTRUMENTS UP  
AND RUNNING**

**Get the benefits  
of VILINK in  
3 simple steps  
free of charge\***

**1**

Contact your local  
bioMérieux  
representative

\*VILINK is included in your service contract agreement



## THE MAIN BENEFITS OF ADOPTING VILINK®

### Ensure the continuity of your operations :

- On-line assistance to rapidly diagnose and solve issues remotely with **minimal lab disruption**.
- On-line coaching on system usage and configuration **available at your convenience**.\*
- **Proactive maintenance** to increase instrument lifetime and uptime.\*\*
- On-demand or automatic software updates to benefit from the latest software/firmware versions for an **optimal performance of your instrument**.

\* Technical remote support availability depends on subscribed level contract and system type.

\*\* Consult your local representative for availability

2

Set up the pre-installation consultation between your IT experts and ours remotely

3

Assist you to install VILINK at your convenience remotely



# 5X FASTER

*compared to on-site resolution*



**” 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

**” After initial concerns regarding data security in relation to patient information, we had no problems at all. In fact, it helps in overall maintenance, and any issues which may affect optimal performance are detected, where even we may miss them. This definitely helps in system optimization ”**

**Dr. Michael Mawlong**  
 Consultant Microbiologist, Nazareth Hospital, Shilong, Meghalaya, India

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