

Carestream

Operational Analytics Module  
Powered By Smart Link

# Security. Performance. Productivity.

Your 24/7 Secure Link to Advanced Proactive Services.



*The power of together.*



The power of together.

### Proactive Monitoring to Maximize Uptime.

Carestream's Operational Analytics Module creates a powerful conduit between your Carestream solutions and our Customer Success Network. Outbound communication over the Internet connects you to Carestream Vue Solutions via secure Smart Link technology. Carestream's dedicated monitoring team analyzes performance data, alerts and alarms to provide proactive, rapid service with advanced, remote troubleshooting capabilities.

As a result, Carestream engineering professionals can quickly troubleshoot your medical imaging and health IT equipment around the clock – resolving issues quickly and increasing uptime by as much as 20%.

### Advantages At a Glance

- System is highly regulated and secure to safeguard patient data – No private or patient data is transmitted outside of your network. All information is encrypted and transmitted through our Secure Remote Service Access (SRSA).
- Cloud specific features and Network and DICOM connectivity supports rapid intervention and troubleshooting capabilities in case of issues.
- Upgrades are continuously delivered over Carestream's secure connection to install upgrades quickly and conveniently – no need to request an on-site Customer Support Engineer.
- Provide access to service advanced capabilities and a dedicated team of experts.
- Offers fast deployment with no additional servers needed.
- You only get notified when we need your help or we found a bottleneck into your system.
- Keeps your data ultra-secure, with an outbound only connection through your firewall.

### Support to Depend On.

The Operational Analytics Module's remote monitoring technology creates a bridge between your Carestream Systems and our expert support personnel – and delivers all of these advantages:

- Remote Monitoring capabilities prevent the occurrence of many issues and mitigate the impact of those that do occur.
- The Module covers all key aspects of your Carestream System, including backup and safety, cloud, database and tablespaces, disks and storage, workflow and queue – delivering uncompromised data security, issues prevention and rapid troubleshooting capabilities.
- Our Monitoring technology can be configured to your needs and we alert you only when your involvement is needed – leaving you free to focus on what's most important: your commitment to quality patient care.

### Keep Your System Up-to-Date.

Superior patient care requires state-of-the-art technology – but keeping track of and installing ongoing updates can be a time-consuming hassle. With the Operational Analytics Module, staying current couldn't be easier. Many upgrades are delivered over our secure Internet connection, so you get them automatically. Even in situations when Carestream installation is required, pre-stage downloads can accelerate the process.

#### Relative Resolution Time

Onsite resolution without Smart Link



With Smart Link remote resolution



■ Technical Phone Support and Diagnosis
 ■ Onsite Arrival
 ■ Corrective Actions



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CUSTOMER IMAGING NETWORK CARESTREAM Product Solutions



FIREWALL

SECURE DATA COMMUNICATION through Internet or dedicated CARESTREAM Secure Remote Service Access (SRSA)



FIREWALL

CARESTREAM NETWORK Smart Link Central Servers



## Advantages for Your IT Department.

### Control Your Information Technology Support Costs.

Healthcare facilities today operate at an intense level of speed. And when service is needed, choosing the right resources to resolve your issue can be difficult. Make the wrong choice, and both time and money are wasted. With Smart Link, your Carestream Customer Support Specialist will have advanced diagnostic information and can determine if you should turn to your IT department. The results? You will be back up and running faster, while unnecessary IT costs are eliminated.

### Multiple Layers of Secure Protection.

There are two options for securely and remotely connecting your Carestream Clinical Collaboration Platform. You select the option that best fits your network and security infrastructure or policies.

- CARESTREAM Secure Remote Service Access (SRSA) provides a secure connection to the Smart Link central servers through the Internet, using your compatible VPN device or a Carestream-supplied SSL or IPSec VPN appliance. This hardware-based VPN solution provides the flexibility to support a variety of network configurations, while providing a central point of access to your imaging network. Plus, it doesn't require your Carestream product solutions to have an Internet connection.

- Smart Link Agent initiates an outbound secure connection from your Carestream product solution to the Smart Link central servers. All communications are made through a secure and encrypted tunnel using SSL and can only connect to the Smart Link central servers with multi-level authentication, role-based authorization and digital certificates, in a public key infrastructure policies.

## Safeguard Your Patient Privacy and Network Security.

We understand that regional and data privacy laws (e.g. HIPAA), patient privacy and network security are real and serious issues in today's healthcare environment. Smart Link can support you in these areas. To maintain secure data communications between our Smart Link Central Servers and your Carestream product solutions, we employ globally accepted Internet security protocols. Only trained and properly credentialed Carestream Customer Support Specialists are permitted access to your systems. An audit trail of system access and activity is maintained.

Connecting people and data. Anywhere.



The power of together.

### Carestream's Clinical Collaboration Platform.

Intuitive clinical content-management workflow across the entire enterprise.

Clinical Collaboration Platform gives all those who provide, manage, receive and reimburse care the ability to access the clinical data and images they need – using the preferred platform and screen for each workflow and setting.

Through full integration with the enterprise's electronic medical or health record, meaningful clinical data within its appropriate context is always available for delivery to key stakeholders. Across disparate sites and networks. Between departments and information technologies. Among providers and payers. Around each episode of care and each patient's clinical history.

Carestream does more than integrate data and systems. We allow each stakeholder to view the patient's complete imaging record, including priors – closing knowledge gaps that would otherwise be created by disjointed systems and data sources. We enable transparency. And we help your teams collaborate around a shared goal: putting patients at the center of efficient, effective healthcare.

#### Want to learn more about the Platform?

Visit [carestream.com/collaboration](http://carestream.com/collaboration) to see how *the power of together* can help you provide true patient-centric care.

Carestream also offers leading-edge image capture solutions across a wide array of modalities. The gold standard in X-ray film. And, when it comes to digital output, our laser imagers and self-service kiosk provide high-quality solutions for all imaging modalities.

### A Community of Service and Support.

For dependable service, look to our Customer Success Network.

We work continuously to improve your imaging performance, help you to innovate as needs change, and make the most of your budget



and resources. Carestream's Customer Success Network surrounds you with a dynamic team of experts, with a Single Point of Entry for easy, customized access to the right people in every situation. You and your patients will benefit from the expertise and best practices only Carestream can deliver – based on thousands of customer engagements worldwide and our 100-year heritage in medical-imaging innovation.

[carestream.com](http://carestream.com)



"Rx only"

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