



Improve uptime with Carestream Health's secure remote service solutions for Carestream Health medical imaging equipment. Now there are multiple solutions for securely and remotely connecting Carestream Health experts to service and support Carestream Health medical imaging equipment. You select the option that best fits your network and security infrastructure or policies. CARESTREAM Secure Remote Service Access (SRSA) provides a secure connection through the Internet using either SSL or IPSec VPN technology.

### Designed to Help You Focus on Your Business

- Increases uptime of medical devices so you can focus on providing patient care
- Provides a foundation for compliance with government regulations regarding security, privacy and administrative operations
- Protects patient images and data from unauthorized access through various external remote service links
- Reduces on-site service calls to dramatically improve response time for equipment support and key operator assistance – maximizing uptime, productivity, and workflow – while reducing service costs
- Obtain fast problem resolution by having Carestream Health resolve the issue remotely versus waiting for on-site service
- Reduces costs associated with other remote service connection methods:
  - multiple dedicated remote service telephone lines,
  - multiple non-secure remote connectivity solutions required for various imaging products.

## Backed by Carestream Health

Secure Remote Service Access is backed by a world leader in healthcare image and information technologies. As a participant in industry trade groups and standards organizations, we understand patient privacy and security requirements and are continually evolving our offerings for consistency with the most recent standards. SRSA was designed based upon the NEMA/COCIR/JIRA approved white paper for Remote Servicing. Carestream Health serves on the Medical Imaging and Technology Alliance (a division of National Electrical Manufacturers Association [NEMA]) committee to set standards for communications between medical equipment and remote service providers, today and tomorrow.

## Secure and Productive

SRSA uses your existing information technology network and infrastructure to provide a secure remote communications environment. This environment provides high-speed connectivity for productive service support and can help reduce costs related to chargeable on-site visits by Carestream Health service personnel. All Carestream Health digital products can be serviced through SRSA, including CR, DR, and PACS, as well as film digitizers and laser imagers.

SRSA enables pro-active monitoring and predictive maintenance of your Carestream Health digital products. Remote software downloads, version upgrades, patches, and file transfers are all quickly accomplished, and during a time that is convenient for your operation. All service connections are recorded, logged and can be supplied in real-time messages or via periodic reports. They are also maintained within our SRSA log server.

Carestream Health offers a choice of SRSA service options for supporting the service needs of your operation to help maximize the performance of your systems.

## Technical Details and Specifications

- Central point of access to your network that you can control
- Constant polling from individual devices is not required to keep the service connection enabled so network overhead chatter is eliminated
- Encryption options: using either SSL or IPSec protocols: AES 128, 256 bit or 3DES 160 bit
- Various HASH algorithms
- Uses digital certificates (SSL appliance) or pre-shared keys (IPSec)
- SRSA uses 2- factor/single-use authentication technology for service person identification
- Carestream Health medical devices do not need direct access to the Internet; therefore, radiology networks can be kept secured from the Internet
- Carestream Health uses firewall filtering of ports and protocols along with anti-virus protection and an intrusion-detection system to help secure the connection

## Choice of Solutions

Select the configuration of CARESTREAM SRSA that best meets your needs:

- SRSA connection using your own VPN device – Carestream Health experts will work with you to help set up the VPN connection to qualified devices using your VPN technology
- SRSA connection using a Carestream Health supplied SSL appliance
  - Easy to install and requires little or no IT expertise
  - Initiates an outbound SSL connection from the hospital network
  - Variety of configurations including single-arm mode using only one interface or two-arm mode using two interfaces. In either of those configurations, the appliance can be plugged into a DMZ or LAN network. In the two-arm mode, it can also be directly connected to the Internet.
  - Reliable – has no keyboard, no monitor, no hard drive, no moving parts that can break
- SRSA connection using a Carestream Health supplied IPSec appliance.
  - State-of-the-art Cisco VPN and firewall technology
  - Offers additional functionality that you can use for VPN client connections, additional LAN to LAN connections and many other options
  - Variety of configurations including single-arm mode using only one interface or two-arm mode using two interfaces. In either of those configurations, the appliance can be plugged into a DMZ or LAN network. In the two-arm mode, it can also be directly connected to the Internet.

## Options with SRSA Solutions

- The SRSA appliances can utilize built-in firewalls for other security protections.
- The SRSA appliances can be configured to handle Internet connections that use static, DHCP or PPPOE connections.
- The simple connection can be done by your team, or Carestream Health's Network and Security engineers.

## Other Temporary SRSA Options

- On-demand connections for those sites that need immediate assistance but do not have a SRSA VPN connection established with Carestream Health.
  - Establishes a temporary device-enabled VPN connection
  - Customer side initiates VPN connection from medical device on-demand

**For more information about this or other CARESTREAM Professional Services:**

[www.carestreamhealth.com](http://www.carestreamhealth.com)  
1-877-865-6325, ext. 655

# Carestream

Integrated solutions for every step of diagnostic imaging  
**CR+DR+RIS+PACS+ARCHIVE+PRINT+**