

# Remote System Monitoring

An essential part of proactive maintenance

#### Remote System Monitoring:

# Maximize instrument uptime with smarter diagnostics

With Remote System Monitoring you have a key element of Exceleration Services that helps optimize your system's performance by improving availability and reducing unscheduled, unexpected downtime. It's the kind of support that keeps every tool working so you can achieve your most ambitious goals.



# Optimize System Health & Performance

Remote System Monitoring continuously monitors system performance and health metrics. By analyzing health and performance data, Remote Technical Support team and Customer Success Managers can identify areas for improvement and proactively address performance issues to increase reliability and production output.



## Maximize Uptime & Efficiency

Smart diagnostics use proprietary algorithms that enable you to stay ahead of challenges, capitalize on opportunities, and achieve better outcomes by taking preventive and proactive actions in advance.



## **Enhance Insights**

Remote System Monitoring can uncover hidden patterns, correlations, and trends, providing a richer understanding of your system's or fleet's performance. These insights can inform decision-making, strategy development, and problem-solving. RSM also helps identify where you can increase workload or address user demand without significant degradation in performance.

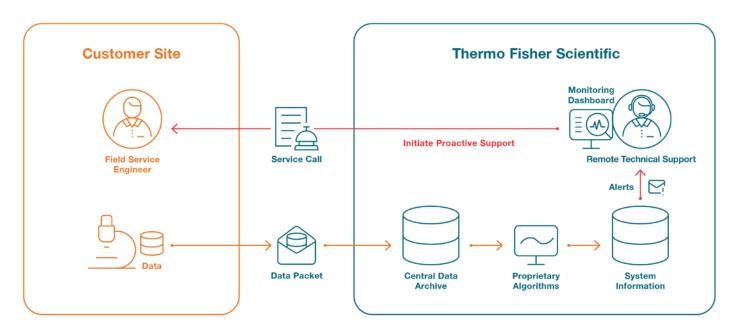


### Monitor Consumables

Regular part replacement prevents unexpected downtime. Remote Technical Support team receive notifications when a consumable's wear is high, allowing it to be replaced before it becomes a problem.



#### **How Remote System Monitoring works:**



Critical system parameters are continuously collected and stored in your microscope's database and dispatched hourly to a central Thermo Fisher database. The data is then processed using Thermo Fisher's proprietary algorithms to generate system reports which are reviewed by our Remote Technical Support team and your Customer Success Manager.

If anomalies are detected, you will be notified by an alert on your Connected Care Portal as well as a proactive maintenance call from a Remote Technical Support. If technical assistance is needed, our support personnel can check the diagnostic data to help determine potential issues, secure needed spare parts, and quickly you get back up and running.





#### A safe and secure way to connect

Thermo Fisher Scientific collects only certain diagnostic and performance information that is necessary for troubleshooting and offline analysis.

## **Exceleration Services Proactively maintaining your instrument**

When using advanced scientific instruments, there will always be a time when you need support. Partner with Thermo Fisher for service and focus on what really matters to you. With Exceleration Service, you have a reliable way to keep your Thermo Scientific™ instruments operating at peak performance levels.



Customer Success Manager



Workflow Validation



Remote System Monitoring



Site Services



Connected Care Portal



**RAPID** 



Application Support



Scientist on Site



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