

RADIOMETER 



STAY UP AND  
RUNNING

**live**connect





*The thing we value most is that the analyzers just keep running 24/7. They need to be constantly in use, and they can't have lots of downtime. So LIVE Connect helps if Ray [Senior Medical Service Engineer] can diagnose things quicker, there's less downtime."*

**Helen Berry, Point-Of-Care-Coordinator**  
St Helier Hospital, UK

# STAY CONNECTED, STAY INFORMED, STAY LIVE.

LIVE Connect lets you partner with Radiometer to increase analyzer uptime, so you can focus on your patients.

In an increasingly complex point-of-care (POC) environment, high analyzer uptime and the ability to make informed decisions fast are key. Always running securely behind the scenes, LIVE Connect intelligently monitors the performance of your analyzers while making it easy to troubleshoot in partnership with us. Actionable data is collected in real-time, securing longer uptime and the ability to make data-driven decisions.

Investing in LIVE Connect now is an investment in the longevity of your Radiometer solution. Using data from Radiometer's global network of analyzers, our digital services evolve over time, continually enhancing the efficiency of your POC testing.



## Access to data

### 1 Data insights

LIVE Connect enables you and your Radiometer service technician to evaluate analyzer performance in real-time, identify specific test trends, and monitor the utilization of your analyzers. Advanced reports are also available for audit and compliance purposes.

### 2 Data analytics

LIVE Connect models and interprets your data, giving you and your Radiometer service technician the information needed to make informed operational decisions about your analyzers, including when to change consumables.

### 3 Proactive services

LIVE Connect empowers your Radiometer technician to detect issues more proactively and to take data-driven actions either remotely or on-site. With smart and real-time device information, together we can optimize your analyzer uptime and enhance your user experience.



## Access to analyzer

### 1 Remote support

LIVE Connect provides your Radiometer technician with remote access to the analyzer via screen sharing. This allows issues to be resolved often without the need for a site visit and thereby improves overall uptime. At no point is the Radiometer technician able to see patient results.

### 2 Assisted troubleshooting

LIVE Connect remote access complements your hotline support by allowing the Radiometer technician to guide your staff to a solution both on the screen and over the phone. At no point is the Radiometer technician able to see patient results.

### 3 Assisted software update\*

LIVE Connect allows Radiometer to update your analyzer software remotely at pre-agreed times. Your Radiometer technician can upgrade you to the latest version without requiring an on-site visit. At no point is the Radiometer technician able to see patient results.



### Peace of mind for your IT team

The Radiometer data protocol respects patient data privacy and security by ensuring that no patient or patient ID-related data is visible or accessible at any time.

With advanced communication standards and security measures, LIVE Connect ensures safe connections.

- Access strictly limited to certified Radiometer technicians
- Authentication and data encryption through SSL and TLS protocols
- Outbound connection only on TCP Port 443 and 80

For audit and compliance purposes, LIVE Connect logs each remote access in a comprehensive report that includes a timestamp, technician ID, and a video of the entire session.

\*Available for specific analyzers

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**RADIOMETER CUSTOMER CARE**

Radiometer is here to help you optimize patient care.  
We'll help you stay up and running and increase analyzer uptime.  
We'll help you stay LIVE.

**Find out more at: [www.radiometer.com/liveconnect](http://www.radiometer.com/liveconnect)**