

Dräger Remote Service Link

Today, biomedics are under enormous pressure. Clinical personnel demand peak performance from vital medical equipment. Hospital managers are constantly striving to reduce costs. IT managers require that data and network integrity are maintained.



IMPROVING SERVICE PROCESSES

Dräger Medical's Remote Service offering helps biomedics satisfy these demands by providing a proactive approach to equipment service. The result: A quick, convenient way for biomedics to deliver cost-efficient maintenance, better uptime and peak equipment performance ... while minimizing disruption to workflow.

Dräger's holistic approach to Remote Services features Remote Inspection, Help Ticket and Device Check to help you better leverage your service responsibilities.

EASY TO IMPLEMENT

Simply attach our Remote Service Link to the medical device's data interface. The Link consists of a data storage unit to save multiple service data from the medical device, and an interface to the biomed's PC. A Dräger Remote Services Web Front-end will serve as a management tool for the biomed to transmit and receive data to and from our Remote Service System.

MAXIMIZE SYSTEM AVAILABILITY

To provide you with answers as quickly as possible, data are checked against our entire global service database, which is updated frequently.

Remote solutions may allow you to trouble shoot equipment issues quickly enabling you to return equipment into service in less time.

Should an on-site technician be required, they will arrive with the components needed to take care of the situation. This helps to avoid multiple site visits and again improves the uptime of your medical devices.

REMOTE SERVICE AVAILABILITY

As a part of the DrägerService® worldwide Product portfolio, Remote Services are available under various contracts. Your local DrägerService® organization can work with you to determine which Services best meet your needs.



Dräger Remote Service Link

Small and powerful. Easy to handle, with interfaces to download device status data and to upload them to the Web Front-end Management Tool.

REMOTE SERVICE PRODUCTS AT A GLANCE¹

REMOTE INSPECTION

Device needs an inspection

Transmission of device status data
Remote Inspection is executed and documented

Inspection due dates are fulfilled
Secured device performance

HELP TICKET

Device is defective

Transmission of device status data
Failure analysis and remedy by DrägerService® Organization

Repair call avoidance
Reduced repair times
Improved device uptime

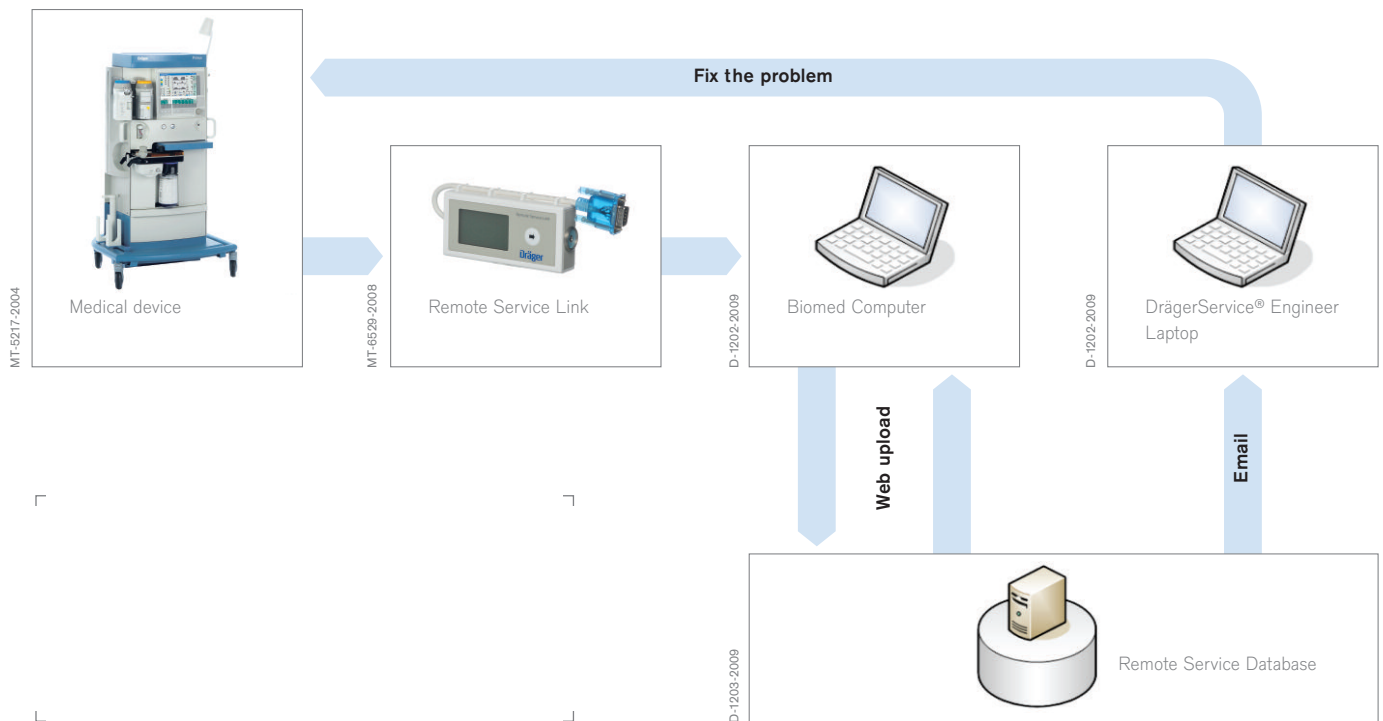
DEVICE CHECK

Status of device

Transmission of device status data
Update of device status database

Feedback of current device status
Report of device performance and data trends

¹ for device compatibility please contact your local DrägerService® organization



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The quality management system at Dräger Medical GmbH is certified according to ISO 13485, ISO 9001 and Annex II.3 of Directive 93/42/EEC (Medical devices).