

SmartConnect Remote support. Real-time solutions.

SmartConnectSM is a secure, easy-to-use, remote monitoring service that connects Varian Medical Systems' customer service department to the customer site, so Varian technicians can remotely monitor equipment, generate performance reports, diagnose problems, and provide real-time solutions.

Varian customers enjoy the benefits of increased productivity and shortened response times, because their performance and operational problems are resolved remotely.

Products supported by SmartConnect

SmartConnect can remotely monitor Varian's ARIATM oncology information system, AcuityTM planning, simulation, and verification system, EclipseTM integrated treatment planning, and the MillenniumTM MLC.

SmartConnect enables Varian's help desk and service staff to assist customers with their ARIA and Acuity systems, Eclipse, and Millennium MLC remotely by tuning performance, updating software, and solving operational problems. SmartConnect also allows Varian to assist therapists with better usage techniques and provide instructions on how to optimize their software tools for better results.

The SmartConnect service requires no phone lines, virtual private networks, or firewall exceptions, and maintains the security of electronic records.



SmartConnect's remote monitoring enables faster diagnosis and repairs.

Performance features

- Access Portal enables secure remote viewing and control.
- SmartConnect provides secure, remote, real-time diagnosis and repair.
- Device Portal allows automatic alerts and alarms to Varian.

Security features

- Offers controlled, customizable access privileges.
- Provides digital certificates for user authentication.
- Supplies encryption.
- Enables audit logs for user actions.
- No firewall exceptions required.
- No VPN or phone line setup required.



SmartConnect allows Varian to remotely tune performance and update software.

Benefits

- Maximizes device and system operating availability and uptime.
- Enables faster diagnosis and repairs.
- Facilitates engineering access for problem diagnosis.
- Allows remote software upgrades, file transfer, and tracking.
- Provides real-time quality control peer analysis.
- Offers systems performance reports.
- Provides rapid remote software updates.

How SmartConnect works

SmartConnect can service an existing or new software system by adding a small, simple adapter. The adapter monitors system performance and signals the SmartConnect software if an event or failure needs to be noted or requires attention.

If necessary, SmartConnect can notify Varian that a problem exists. Varian then contacts your department's representative and initiates a remote viewing event. From these actions, Varian can remotely view and diagnose problems without the downtime associated with sending an engineer to your site.

Designed to help comply with 21 CFR Part 11 and HIPAA

SmartConnect uses Axeda's "firewall friendly" technology to ensure that the system and data stay protected from the public Internet, behind the hospital firewall. User authentication, through digital certificates and data encryption, ensures that communication is secure.

Supports hospital IT parameters

SmartConnect can communicate without modifications or exceptions to the hospital firewall. No phone lines are required. There is a broad array of security measures to protect hospital data and to limit access to ARIA or Eclipse. Your department has complete control over data access, the type of data accessible, and the data format used.

For further information, please contact the Varian Customer Support Headquarters listed below.

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SmartConnect is part of the Inspiration™ integrated oncology environment.

Inspiration, the Varian advantage