

BD Assurity Linc™

Remote Systems Management Software

BD Assurity Linc™ Remote Systems Management Software connects compatible BD flow cytometers with BD technical support personnel so that they can rapidly troubleshoot and assist customers with system questions or problems.

Features

- Enables fast, efficient support with system diagnostic information continuously collected and readily available for BD support representatives.
- Enables quick real-time resolution of many issues with remote desktop sharing.
- Real-time system diagnostic data download and remote desktop sharing with encrypted connection to your systems.

Continuous monitoring for issue troubleshooting

BD Assurity Linc™ Software is designed to log instrument and software diagnostic data from compatible BD flow cytometers so that they can be accessed remotely by BD technical support personnel.

When users call for support, BD support experts have data to help identify issues affecting the system.

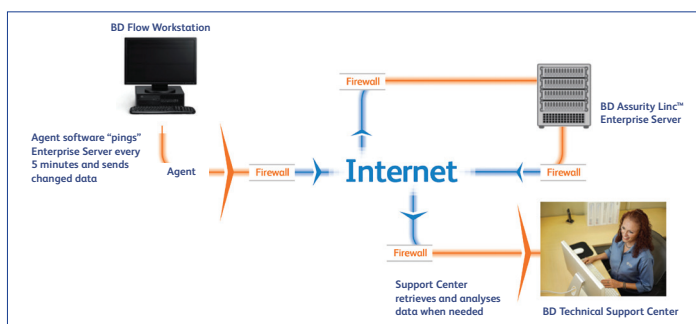


Figure 1. Encrypted Remote Monitoring

The BD Assurity Linc™ Agent Software installed on the BD flow cytometer workstation receives system information from both the flow cytometer and the workstation. Every few minutes, the Agent initiates contact with the BD Assurity Linc™ Enterprise Server and uploads approved information to be saved at the customer's server. The Agent does not accept connections from the Enterprise Server nor any other source.

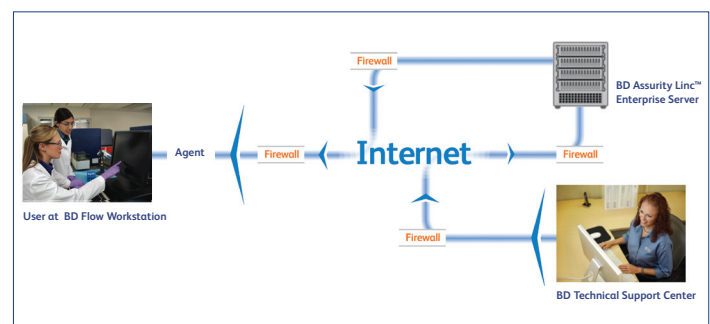


Figure 2. Encrypted Remote Desktop

The customer initiates and then approves each remote connection.



Desktop Sharing for Problem Resolution

With user authorization, BD Assurity Linc™ Software can connect BD support technicians to compatible BD flow cytometers. BD support technicians can see exactly what the cytometer user is experiencing first hand. In many cases, technicians can also make system adjustments, avoiding the need for an on-site service call, which helps ensure instrument uptime.

Efficient Issue Resolution

In the event a system issue necessitates an on-site visit from a BD Field Service Representative, BD Assurity Linc™ Software provides needed information, prior to the scheduled on-site visit, to ensure a rapid resolution.

BD Assurity Linc™ Part Number

664017

How BD Assurity Linc™ Software Works

BD flow cytometer software, used to operate the BD flow cytometer system, monitors and stores cytometer performance data. BD Assurity Linc™ Software consists of the Agent and the Enterprise server applications. BD Assurity Linc™ Agent Software is installed on the BD flow cytometer workstation. The Agent connects to a BD Assurity Linc™ Enterprise Server using data transfer technology with Secure Socket Layer/Advanced Encryption Standard encryption. The Agent updates the BD Assurity Linc™ Enterprise Server with BD flow cytometer system information.