BD® Remote Assist

Remote Access Solution

Overview

BD® Remote Assist Solution offers remote access to BD enabled flow cytometers that are installed in your institution. By using this solution, your team can quickly access BD flow cytometers remotely, across an encrypted connection, 24/7 to support your needs.

With BD Remote Assist Solution, laboratory staff such as lab managers can authorize instrument access and assist in troubleshooting. Lab directors can view reports and lab technicians can log in remotely to a BD instrument to monitor instrument status when they are away from the lab. This can improve workflow efficiency for the entire team at all levels.

Key Features

- Provide access/visibility into instrument from a remote location for true walk-away monitoring
- Collaborate with remote coworkers for instrument or analysis support
- Monitor multiple instruments in any location simultaneously
- Support multiple labs or facilities at the same time

Increase Efficiency

Customers can access their instruments from a remote location, such as their office, and decrease the need and time required to be on-site at the laboratory in front of the instrument to offer support.

Benefits

- Unlimited number of users—Facilitates addition of users to accommodate changing personnel
- Users can remotely access any enabled BD flow cytometers across the enterprise—Expanded access results in increased efficiency
- Users have access to multiple facilities—Allows users to assist staff more efficiently
- Users with Administrator role in Remote Assist can add and edit users in the system— User management gives administrators control over which instruments users can access

BD® Remote Assist Part Numbers	
Single Instrument Access	664915
Enterprise Access	664916

IT requirements

- BD® Remote Assist Solution leverages your Azure AD as an identity provider to allow you to use the application
- Installation of BD Assurity Linc™ Software by BD associates for remote management and monitoring of BD systems

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