

A software solution for remote diagnostics that helps you deliver the **best test results**



Minimize the risk of losing valuable data and time – go remote with Phadia® LabCommunity.

A SOFTWARE SOLUTION THAT TRANSLATE INTO IMPROVED PRODUCTIVITY

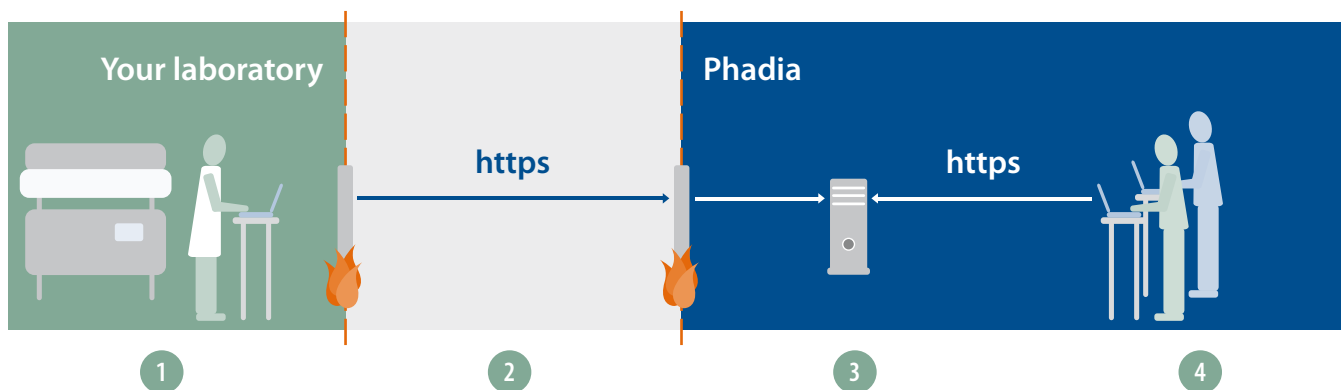
Phadia LabCommunity is designed to meet the needs of your laboratory. Your data is protected through superior security measures such as secured Internet-connection, encrypted data transmission, limited access to data and logging of activities.

Whenever there is a need, you have access to a Phadia specialist for real-time diagnostics and interactive online training to accelerate knowledge sharing and improve quality assurance.

INCREASE EFFICIENCY, MAXIMIZE INSTRUMENT UPTIME AND REDUCE COSTS

- Proactive system health status check.
- Encrypted remote collection of data needed for service and support purposes.
- Remote assistance for online activities.
- Automatic reporting of Quality Club results to Phadia.

Remote diagnostics available for Phadia® Laboratory Systems



THE PHADIA LABORATORY SYSTEM TO BE MONITORED

A client software is installed on the Phadia Laboratory System's PC.

The software contacts the Phadia server at regular intervals and sends information about the system status.

Communication is always initiated from the client software.

All firewalls at your laboratory can be fully active with no port exceptions, apart from letting outbound traffic through on port 443 to the Phadia server. Optional firewall solutions on Phadia systems are available.

THE INTERNET

The Phadia Laboratory System's PC uses the Internet to communicate with the Phadia server. All communication is encrypted, using https, Secure Sockets Layer (SSL).

The communication can be set up in a number of ways e.g. through the laboratory network, DSL connection or 3G mobile connection.

THE PHADIA SERVER

The Phadia server is protected by a firewall.

To ensure that it is the true Phadia server that is contacted by the Phadia Laboratory System's PC at your laboratory the Phadia server uses a SSL server-side certificate issued by VeriSign.

The Phadia server is protected by restrictions in access rights.

SERVICE AND SUPPORT SPECIALIST AT PHADIA

The Phadia LabCommunity functionality is only accessible within the Phadia IP address range.

Only authorized service and support specialists have access to Phadia LabCommunity.

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For more information go to the Phadia website: www.thermoscientific.com/phadia

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