Life Sciences ProConnect™ Response Center

STERIS®

Gateway

Priority Technical Support

Internet

STERIS

Firewall

Customer Location

Service Technician

What if you could have a dedicated service technician watching over your equipment globally, 24/7?
What if everything you needed to know about your equipment was available in an instant? What if your calls for technical support were moved to the front of the line?

The uptime of your equipment is directly related to productivity, and we have developed a new capability to increase uptime and productivity through expert and immediate service response. Introducing the **ProConnect™ Response Center**, a single, central resource of knowledge about your equipment, including performance data, alarm logs, cycle data, service parts and maintenance history.

The ProConnect capability includes:
- Secure, internet-based remote monitoring
- Priority technical support
- Online parts ordering and service scheduling at eservice.steris.com
- Performance dashboards

Quality Services, Quality Parts from the trusted leader for more than 100 years

Maximize Equipment Uptime

The ProConnect Center is like being continuously connected to your own personal service technician that is watching over your equipment and alerting you to a change in performance. ProConnect helps maximize response time and minimize reactive events. When there is an alarm, STERIS is instantly alerted, and we can either diagnose the issue remotely (e.g. a facility problem with utilities) and notify you directly, or we can send a service technician out to your facility armed with knowledge of the situation and equipped with exactly the right parts.

How to Connect Your Facility

The ProConnect Response Center capability is available in two ways for select STERIS equipment that has been enabled with remote monitoring technology. First, the ProConnect capability is included as part of your Platinum, Gold, Bronze Plus, or Extended Warranty Plus service contract for all covered remote monitoring-enabled equipment. In addition, connected equipment currently under factory warranty includes the ProConnect Response Center capability as well. New connected equipment is being added frequently, so for an up-to-date list of what STERIS equipment is covered, contact your District Service Manager.

In order to connect with the ProConnect Response Center, the following IT infrastructure needs to be provided at your facility:

- A computer (PC)* running Windows XP with:
  - 2.8 GHz minimum processor speed
  - 512 MB RAM
  - 5 GB available hard drive space
  - Continually updated security and anti-virus software

- A local STERIS login at the PC* per format specified by STERIS
  - Local administrator rights are required for the PC login in order to install and run the software

- An active TP/IP network and 10/100BaseT Ethernet connection at all STERIS equipment

- A static IP address for each piece of connected equipment

- Ethernet cables for each piece of connected equipment and for the facility PC*

- Ability for the PC* to access the internet

* For STERIS equipment running an embedded version of Windows, the remote monitoring software can be installed directly on the control and the PC will not be required. Call your STERIS representative for more information or to find out what STERIS equipment meets these criteria.

Immediate Response Time

Once ProConnect is installed, your equipment is connected via a secure Ethernet connection to the ProConnect Response Center. Cycle and equipment data are collected 24/7 and if a problem arises, your equipment sends a notice with all relevant data to STERIS for analysis. This allows us to instantly respond to your needs and even eliminate unnecessary service calls.

> **For more information on the ProConnect Response Center, contact your District Service Manager or call us at 1-800-333-8828. To order parts or schedule service online, visit us at eservice.steris.com**