InSite® RSvP

Powered by Edison™

What is it?

InSite® Remote Service Platform (RSvP) provides secure remote connectivity between GE Healthcare medical devices and GE Healthcare support experts.

What is new?

This technology utilizes TLS/HTTPS as the main communication channel. The GE Healthcare-serviced medical device contacts secure GE Healthcare servers using an asset-initiated outbound connection. InSite RSvP does not require any open inbound ports or a VPN connection.

What does it do?

- Enables proactive remote hardware monitoring, diagnostics, and system alerts
- Enables customer-requested and initiated remote support sessions for interactive troubleshooting and application support
- Enables bidirectional file transfers for troubleshooting and software updates

How does it work?

- The two major technical components of InSite RSvP are the agent deployed on the GE Healthcare-serviced medical device and secure servers at GE Healthcare
- The GE Healthcare-serviced medical device contacts the GE Healthcare server periodically through polling

How is it secure?

- Transport Layer Outbound TLS/HTTPS connections
- Cipher Suite TLS 1.2, AES 256 bit (varies by Agent version and server deployment)
- Certificate Key RSA 2048 bits
- Signature Algorithm SHA256 with RSA
- Encryption in transit and encryption at rest

EU General Data Protection Regulation compliant

- Processing of customer data is based on the customer's service agreement and the lawful underlying General Electric Binding Corporate Rules for Processing (BCR-C and BCR-P)
- ISO 27001 controlled Remote Support environment in Europe
- European data is processed in Europe for Europe

Customer network requirements

- The GE Healthcare-serviced medical device must reach GE Healthcare servers via the internet
- Customer security network environment (firewall) configuration should whitelist GE Healthcare Server URLs
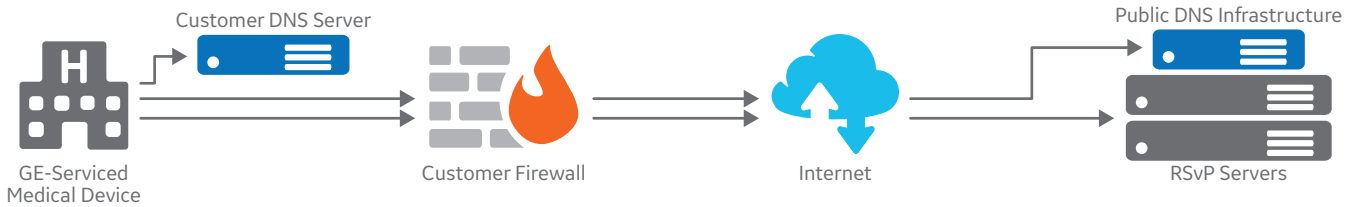
European GE Healthcare server URLs:

- https://insite-eu.gehealthcare.com:443
- as1-insite-eu.gehealthcare.com:443
- https://download.flexnetoperations.com:443
- https://gehealthcare-ns.flexnetoperations.com:443

gehealthcare.com

Network Connection Options

Network connection options are based on the customer's site-specific needs.

Direct Internet via public DNS Resolution

The GE Healthcare-serviced medical device connects to GE Healthcare Remote Servers via direct internet access and uses internal customer or external public DNS server IP addresses that must be configured on the GE-serviced medical device.

Customer DNS Server | Public DNS Infrastructure

GE-Serviced Medical Device → Customer Firewall → Internet → RSvP Servers

Internet access via customer-provided proxy server

The GE Healthcare-serviced medical device connects to GE Healthcare Remote Servers via a customer-provided proxy server. The proxy server IP and port must be configured on the GE-serviced medical device. This may also be accomplished by configuring the DNS and a proxy server domain name.

GE-Serviced Medical Device → Customer Proxy Server → Customer Firewall → Internet → RSvP Servers

Internet access via GE Healthcare secured proxy server

The GE Healthcare-serviced medical device connects to GE Healthcare Remote Servers via a GE Healthcare-secured proxy server. The GE Healthcare proxy server IP and port must be configured on the GE-serviced medical device.

GE-Serviced Medical Device → Customer Firewall → Internet → GE Healthcare Proxy Server → RSvP Servers
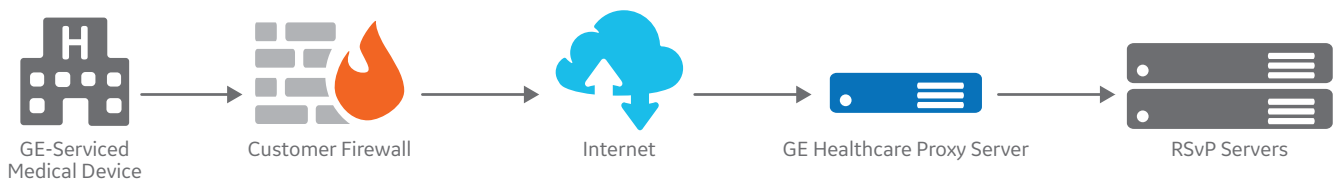
GE Healthcare VPN connection (Site-to-Site IPSec VPN)

The GE Healthcare-serviced medical device connects from the customer medical network to GE Healthcare Remote Support network via an IPSec 24/7 VPN remote connection to the GE Healthcare Remote Servers. The GE Healthcare VPN proxy server IP and port must be configured on the GE-serviced medical device.

GE-Serviced Medical Device → Customer Firewall → InSite 1 VPN → GEHC Firewall → GE VPN Proxy Server → RSvP Servers