Get Connected.

Ultrasound Connectivity
Enhance operational efficiency with InSite™

ARE YOU CONNECTED?

InSite is a powerful broadband based service network that helps maximize uptime and the use of your healthcare equipment. Digital tools help to guard your hospital and medical teams against downtime and revenue loss by connecting you quickly to a GE expert.

Through this connection, GE Healthcare is able to provide remote support:

- Higher uptime through direct remote support by GE experts

- Enhanced analytics and decision support*

- Increased productivity and efficiency

- Online technical support

- Secured communication

- Perform remote health checks*

*where applicable

Why InSite?

InSite is GE Healthcare's service technology that helps to deliver increased uptime and helps maximize your asset utilization and guard your medical device operator.

Help maximize uptime
Remote connection to your ultrasound equipment enables us to use digital tools; configuring the equipment to catching intermittent faults, GE Healthcare engineers can diagnose and fix issues remotely.

30 % of issues can be fixed remotely on connected devices[1]

Enable decision making with data and analytics
iCenter™ provides interactive, individualized performance indicators; with facts at your fingertips, you can make more-informed decisions concerning the operational management of equipment. Available on selected ultrasound technology platforms

Optimized utilization for your equipment[2]

Access GE Healthcare experts directly
With one call to our Service Center, your staff can request service and support and communicate live with GE Healthcare experts.

Get live, one-on-one, technical support on system operation from an online equipment specialist in as little as 10 minutes

Remote Software Updates
Our GE Healthcare engineers can run remote software updates when connected (when available).

System up to date with latest software version.

Remote Health-Check
Remote Health-Check helps you to let you know the health status of your equipment, ensure best possible image quality and reduce unplanned downtime.

Know the status of your equipment to plan maintenance and to optimize uptime and availability

Key Features

Connectivity with InSite means GE Healthcare can access your critical medical equipment, identify potential problems and fix them efficiently, with limited workflow disruptions.

InSite can help:

- Provide remote access to system configuration and diagnostic tools
- Enable remote system diagnosis, calibration and repair
  - Check of key equipment parameters
  - Take corrective actions before your workflow is impacted
  - Software updates to maintain system health

- Increase asset utilization and staff productivity*

10 reasons why to use InSite

1. **Faster support** by direct access of our GE Healthcare engineers

2. **Remote Fix** in >30% of all issues means immediate support and less interruptions of your workflow

3. **Direct access to GE Healthcare Engineers** who can support you as if they were on site

4. **90% fix right 1st time,** to ensure your issues are fixed as fast as possible, when onsite visit is required.

5. **Remote Software Updates** makes your equipment running with the latest software versions

6. **Remote Health-Checks** supports your system stability and helps to detect issues before they occur*

7. **Transparency on system availability and usage** gives you a fundament for utilization optimizations*

8. **Enhanced analytics and decision support** based on your system usage helps you to drive workflow improvements*

9. **Increased productivity and efficiency** due to improved uptime and faster support

10. **Secured communication** by state of the art technology, highly protected and ISO27001 certified

PRIVATE AND SECURE

With InSite, the privacy and security of your practice and your patients is controlled using industry proven methods including:

- Virtual Private Network (VPN) & IP security protocols (IPsec) encryption -or- Secure Sockets Layer (SSL) encryption

- Monitored and logged Remote Service activity

- Secure connection through logically-separated environment

- Minimum necessary data principles applied to patient information during data retrieval process

- Access given only to authorized, trained GE professionals and approved

- GE Partners in compliance with data policies and procedures

- Our remote connections, the remote and connectivity tools and the remote service delivery is managed by an Information Security Management System (ISMS) which is certified by ISO27001

References

1. Based on an internal analysis of all customer created tickets 09/2016 to 09/2017
2. iCenter Inland Imaging Case Study (2011). Not available for all Ultrasound products.

Imagination at work