

SureLink™

Remote Support Software



smiths medical
bringing technology to life

SureLink™ Remote Support Software for PharmGuard® Server Infusion Management Software

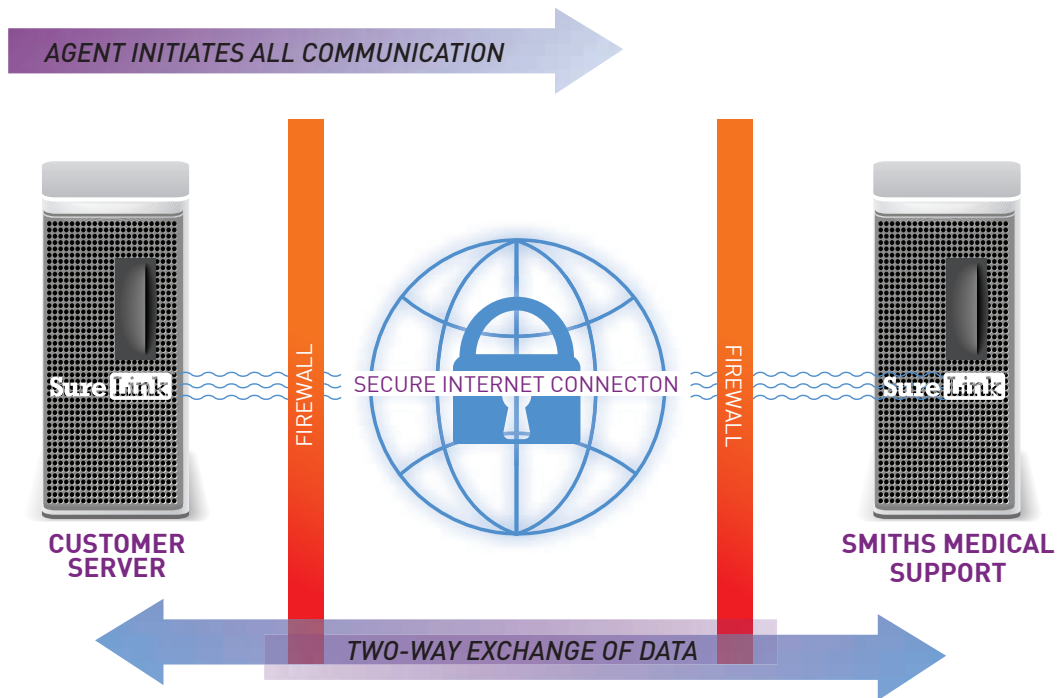
Allows Smiths Medical support specialists to securely support your PharmGuard® server software via the internet

Help diagnose problems

Provide secure remote support

Remotely install/upgrade software

SureLink™ Remote Support Software from Smiths Medical



Help diagnose problems

Proactive monitoring of the PharmGuard® server software helps prevent downtime and diagnose problems

Provide secure remote support

Real-time diagnostics sessions with Smiths Medical support specialists help facilitate faster problem resolution

Remotely install/upgrade software

Remotely installing software reduces the time, labor and cost associated with software updates

SAFE & SECURE

Data security

- The SureLink™ software agent initiates outbound communication
- All communication through a secure connection (Secure Socket Layer or SSL) back to Smiths Medical
- SureLink™ software does not collect or provide access to any patient data
- Only allows diagnostic access to PharmGuard® server software
- Ability to limit each user to specific diagnostic data, views, and action

Safe, secure connections

- Two-way, firewall-friendly communication
- All traffic across port 443
- Supports NAT, DHCP
- No VPN or public IP address required
- No changes to a customer's network security infrastructure required
- Supports 128-bit SSL and AES encryption
- FIPS 140-2 compliant and VeriSign certified

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