

Ascom Remote Monitoring

– boosting reliability and maximizing availability of your mission-critical solution

Maximize your system's reliability and availability with proactive remote monitoring.

What is Ascom Remote Monitoring?

In today's complex and integrated environments, maintaining the reliability and availability of your communication systems is critical. These systems are vital for the efficiency of your operations, patient safety, and staff well-being. Ascom Remote Monitoring is designed to address these needs by providing a solution that helps to ensure your systems are always performing at their best.

Successfully implemented for years, Ascom Remote Monitoring is a proven way to maximize availability and reliability of critical systems in healthcare, industry, hospitality, retail, security, and other sectors.

Ascom Remote Monitoring includes:

- Event log monitoring allows Ascom support to take pre-emptive and corrective action.
- Status-based monitoring strengthens our ability to provide detailed insights into your system's performance.
- Periodic reports that gives you insight and visibility into uptime, alerts, critical errors and trending, i.e. data that can be used to make improvements.
- Faster resolution time as process time is reduced on corrective actions

Remote monitoring allows for early detection of errors and possible intervention to resolve them before a disrupting incident occurs.



Why choose Ascom Remote Monitoring?

Ascom Remote Monitoring helps to:

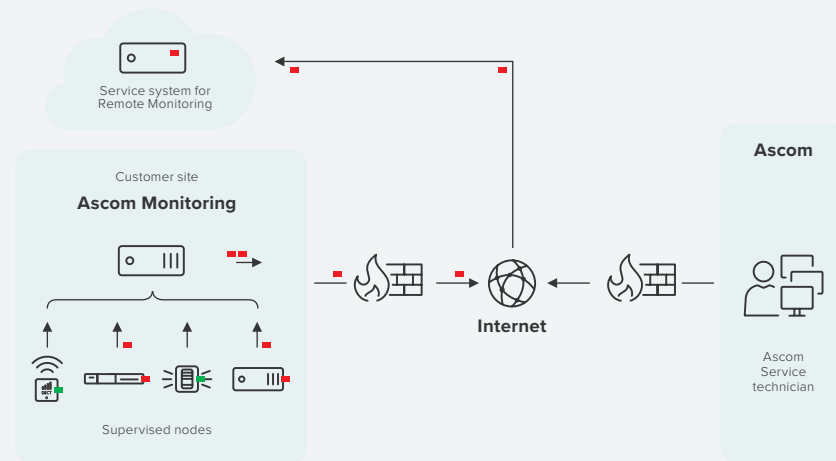
- Detect glitches before they become critical errors
- Maximize system availability
- Free your resources so you can focus core operations

With Ascom Remote Monitoring, you can identify system problems before they become critical issues for you or your staff. Our solution enables Ascom support to quickly detect and track the cause of any issues, minimizing system downtime. With remote access and support included, we eliminate the need for frequent on-site interventions, saving you time and costs associated with physical support visits.

How it works

The service works by collecting/receiving event info from Ascom and non-Ascom equipment such as servers, infrastructure, Ascom hardware, Ascom applications and devices. It then presents the info as alerts in a dashboard view to authorized Ascom service technicians, who can take corrective action.

Service Architecture



Reporting package

We include periodic reports that show detected issues, and actions taken and alert trending. These reports offer valuable insights into the health of your systems and support continuous improvement efforts.

Included reports:

- Uptime report
- Alert reports

Optional dashboard from defined templates are offered.

Examples of applications and solutions that can be monitored:

- Ascom applications, such as Unite Platform Servers, Digistat, and Telligence, running as virtual appliance on a server
- Ascom IP-DECT (infrastructure components)
- Ascom Elise 3 modules (MMG, Cardio-max, Unite CM, Unite Connect)
- Ascom Nurse Call Systems

Secure data traffic

Ascom Remote Monitoring uses data encryption, secure access controls with multi-factor authentication, regular security audits, in compliance with industry standards like GDPR and HIPAA, advanced intrusion detection and prevention, and secure remote access. These layers of protection ensure that your data is safe from unauthorized access and potential threats, allowing you to focus on your core operations with confidence.

Specifically, outbound data is encrypted (HTTPS 443), and only technical logs are transferred. No personal or patient data is transmitted in Ascom Remote Monitoring.

Remote monitoring in Ascom Solution Life-Cycle plan

Ascom Remote Monitoring is an optional component of an ongoing support package to ensure your applications and systems remain in optimal condition. We offer various service levels and packages to meet your specific needs, including preventive maintenance, prioritized repair, and software updates.

Take the next step

For further information please contact your local representative. Visit www.ascom.com



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About Ascom

Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions – anytime and anywhere. Ascom's mission is to provide mission-critical, real-time solutions for highly mobile, ad hoc, and time-sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete, and efficient workflows for healthcare as well as for industry and retail sectors.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 18 countries and employs around 1,300 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.