

ServiceConnect® Services & Training

Dräger ServiceConnect® is the state-of-art service management web tool for Dräger Installed Base.

Device updates

Hospital tailored, automatical information about updated device software

Documentation updates

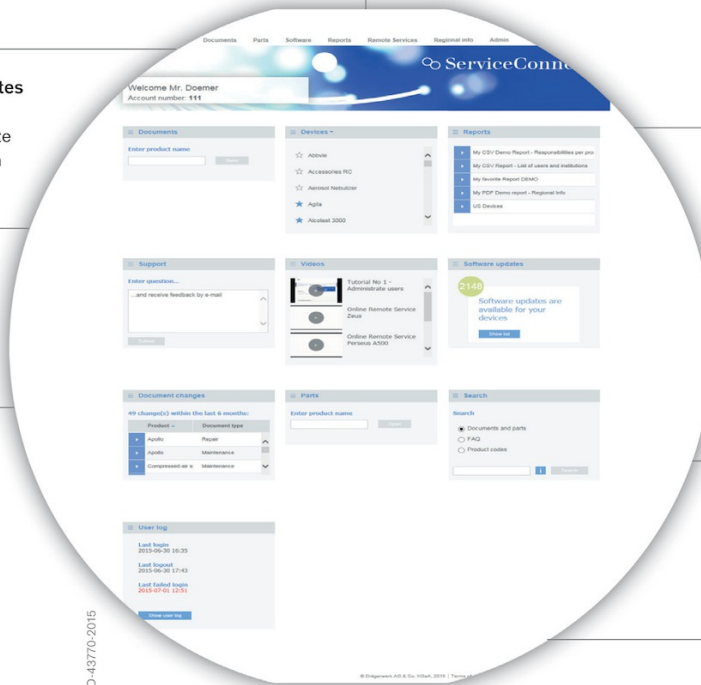
Hospital tailored, automatically up-to-date service documentation

Equipment management

Retain control with one central view

Device statistics

Create and customize KPI based reports



Spare parts
Parts catalogue and online ordering

Remote Services
Help ticket, Device check, Proactive Call

Service Software
Collection of software tools for Dräger devices

Mobile solution
Responsive design (Desktop, Tablet, Smartphone), Online and offline access, Win / iOS / Android apps

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Benefits

Device updates

With ServiceConnect® you are automatically informed about new software updates. They can easily be downloaded with one click. ServiceConnect® filters automatically from circa 400 updates, depending on the individual Installed Base of your hospital.

Documentation updates

Documentation is kept up-to-date automatically. If a document is changed and released by Dräger, it is immediately available in ServiceConnect®. Documents are filtered automatically, depending on the individual Installed Base of your hospital, from up to 80,000 original Dräger documents.

Equipment management

ServiceConnect® comes preloaded with the Dräger Installed Base of your hospital. Details of equipments like serial numbers, software and hardware versions or installed software options can be seen. Additional information like inventory number, location, date of installation, next inspection can be stored.

Information on equipment and status

- Service history / Service activities
 - Log book entries
 - Status data
 - Remote Services
 - Tickets per device
 - All device related activities on one view (e.g. show documentations, show software, start help ticket etc.)
 - Whole user interface is tablet optimized (all information linked and are accessible via table of content)
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Service Software

The Dräger Service Software is a collection of software tools for all Dräger devices. The InfoLogger analyzes log files and device status information and send these data to the ServiceConnect® system for evaluation. The Infinity Installer is used to install new Device Software on newer generation devices like the V-Series Ventilator, IACS Monitoring or Perseus via the network. The HIT Software is used to support troubleshooting for Dräger devices on a very detailed level.

Device statistics

Because all information is available on one platform, advanced reports can be made easily, e.g. anaesthesia agent consumption, utilization rates or service histories.

Benefits

Spare parts

Relevant spare parts can be easily identified with explosion drawings and ordered online. Often used parts can be ordered via “Order History” function, different spare part needs can be collected via “Save as Draft” function. Delivery status can be checked and orderings can be exported.

Remote Services

Several Remote Services can be managed with ServiceConnect®:

- Help ticket: Less onsite service and higher device uptime
 - Device check: High visibility on device performance and availability of trend data
 - Proactive Call: Get notified about required preventive actions before device fails
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Mobile solution

The web based approach and offline functionalities enable access anytime and anywhere from different terminal devices from computers, laptops, via app on tablets and smartphones.

Technical Data

Online Web Portal ServiceConnect®

Item	Description
Purpose	Professional online resource for registered and licensed users of Dräger equipment
URL	https://www.serviceconnect.draeger.com
Browser	Apple Safari® 9 or newer Google Chrome™ 45 or newer Microsoft Internet Explorer® 8 or newer Mozilla Firefox® 3.6 or newer
Data encryption	128bit Secure Socket Layer
Display size	Minimum 1024 x 768 screen resolution
Password policy	Complex password requirements with password history. Regular changes required.
Hosting	Professional server hosting in business data center located in Fürth, Germany.
User management	Integrated part of the Dräger Quality Management System

ServiceConnect® Client

System Requirements

Hardware	Standard Personal Computer Minimum 1 GHZ Processor speed, 2GB RAM, 10GB free HD space
Software	Microsoft Windows® 7 SP1 or higher

Installation

Software download and installation	Standard installation packages for the applications (see below) can be downloaded from the ServiceConnect® web portal. To install the applications on the local hardware, administrative privileges are required.
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Data security

Data traffic	Only administrative data, technical data and technical service documentation related to the licensed use of ServiceConnect® is exchanged through the network. Patient data is not stored and is not transferred.
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Applications

ServiceConnect® Client	<p>Listener managing the login process for Dräger applications (see the next three programs), the verification of ServiceConnect® user profiles and the automatical download of Dräger service software tools. If a standard internet connection is available (HTTPS to https://www.serviceconnect.draeger.com, Port 443), user profile information is downloaded to the local hard drive and the respective username and password is verified against the profile stored on the central ServiceConnect® server. If the connection is not available, the system verifies the user information against the last known user profile.</p> <p>If the internet connection is established through a proxy server, the internet address, username and password for this proxy are required and must be entered manually in the ServiceConnect Client settings. The proxy must allow 'https:' data traffic. SSL proxy connections are not supported.</p>
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Technical Data

ServiceConnect® Documentation	Viewer for Technical Service Documentation and online update of documentation. Requires the ServiceConnect® Client installed on the local hardware. If an internet connection is available, the system can download technical service documentation updates upon user request from the central ServiceConnect® server (HTTPS to https://www.sc-parts.draeger.com/updates/updates/ , Port 443) to the local hardware for offline viewing capability. If the connection is not available, users can view documentation offline according to their stored user profile.
ServiceConnect® Service Software	Tools to install and analyze Dräger devices. Requires the ServiceConnect® Client installed on the local hardware.
ServiceConnect® Infologger	Call Analyzer for remote service calls and log files from Dräger devices. Requires the ServiceConnect® Client installed on the local hardware.
ServiceConnect® Gateway	
System Requirements	
Hardware	Standard Personal Computer Minimum 2 GHZ Processor speed, 4GB RAM, 50GB free HD space 2 Network Interface cards NOTE: Dräger recommends to install the ServiceConnect® Gateway software on separate, customer owned, managed servers.
Software	Microsoft Windows® 7 Professional SP1 Microsoft Windows® Server 2008 R2 Microsoft Windows® Server 2012 R2
Installation	
Software download and installation	Standard installation packages for the ServiceConnect® Gateway can be downloaded from the ServiceConnect web portal for licensed users. To install the applications on the local hardware, administrative privileges are required.
Data security	
Data traffic	Only administrative data and technical data for remote service purposes related to the licensed use of ServiceConnect® is exchanged through the network. Patient data is not stored and is not transferred.
Applications	
ServiceConnect® Gateway	Software Program forwarding technical data from Dräger devices to the central Dräger remote service IT systems via secure bidirectional network connection (see available ServiceConnect® RDC documentation for details) or standard email. Using the email interface requires an email account on the SMTP email server of the hospital. Using RDC requires IT configuration on the IT infrastructure of the hospital (SSL-VPN or Site-To-Site Connection). NOTE: In case the email interface is used, it is the customers responsibility to ensure availability of the email account. If the email account is not available, remote service calls cannot be transferred to Dräger.
Secure network connection	
ServiceConnect® RDC	ServiceConnect® Remote Data Connection (RDC) provides a secure bidirectional network connection from Dräger equipment

Technical Data

to Dräger headquarters. Professional IT infrastructure, Reverse-Proxy-Technology as well as a comprehensive user access model for trained support personnel ensures minimization of internet security risks like viruses or malware.

Virtualization

ServiceConnect® Gateway

The ServiceConnect® Gateway can be operated in a virtual environment.

ServiceConnect® Documents App

System Requirements

Hardware

Standard Smartphone or Tablet Hardware

Software

ServiceConnect® Apps are tested with the following devices
 iPad mini™
 iPad Air®
 iPhone® 5
 Samsung Galaxy S®4 / Galaxy S®5
 Samsung Galaxy Tab®

Overview

App for online and offline reading of ServiceConnect® documentation according to licensed user profile. Includes selection of favourites and subscriptions for desired Dräger devices.

Installation

Software download and installation

Standard installation packages for the ServiceConnect® Documentation App can be downloaded from the most common vendor stores. Only licensed users can use the app (user authorization required)

Data security

Data traffic

Only administrative data and technical data for remote service purposes related to the licensed use of ServiceConnect® is exchanged through the network. Patient data is not stored and is not transferred.

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Notes

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