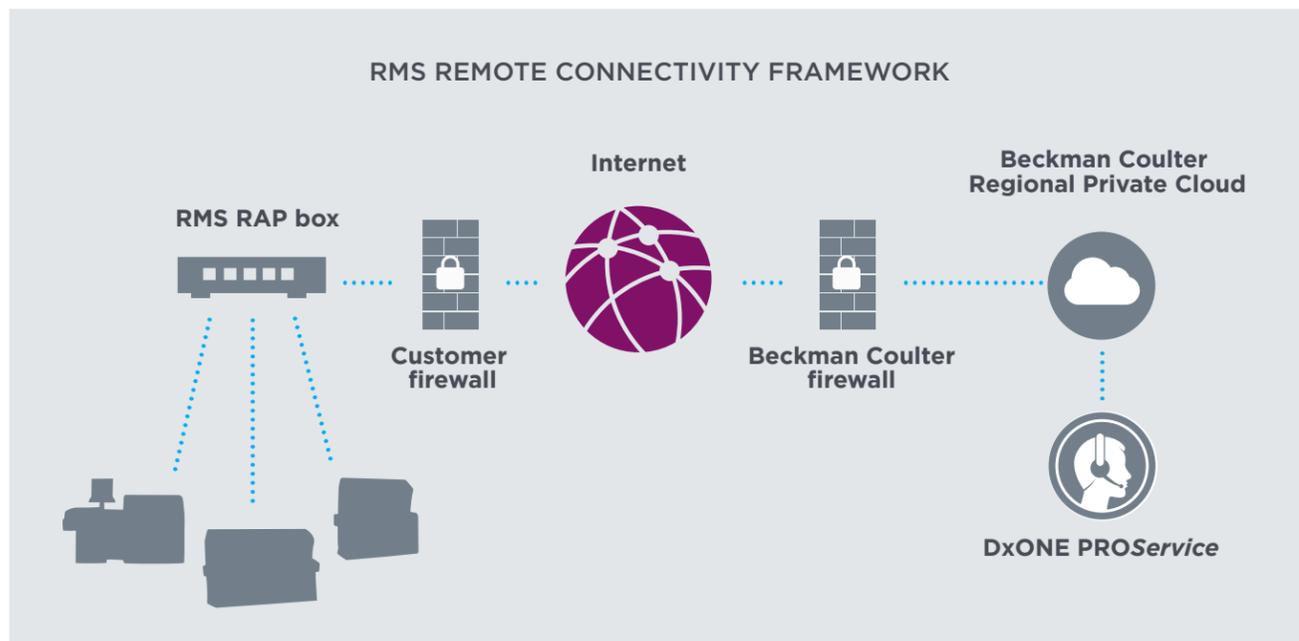


» MAXIMIZED UPTIME, ENHANCED EFFICIENCY AND IMPROVED PRODUCTIVITY FOR THE LABORATORY

DxONE PROService receives the data and metrics—relative to instrument performance—from your connected Beckman Coulter instruments to Beckman Coulter's regional private clouds. This incoming instrument performance data is channeled into a set of DxONE PROService applications.



DxONE PROService provides:

- › Dedicated Regional Private Clouds for North America and Europe to conform with local regulatory standards
- › More efficient instrument troubleshooting
- › Resolution of many instrument issues without the need for an on-site service visit
- › Advanced identification of potential instrument issues, enabling preventive action
- › Remote diagnosis of service needs for targeted service visits and minimized interruption

● To protect and ensure your workflows, visit beckman.com/dxoneservice

*Check with your local representative for regional private cloud deployment information.

DxONE PROService availability or features vary by instrument/system platform.

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» PROTECT AND ENSURE CONTINUOUS WORKFLOW

DxONE PROService remote service application



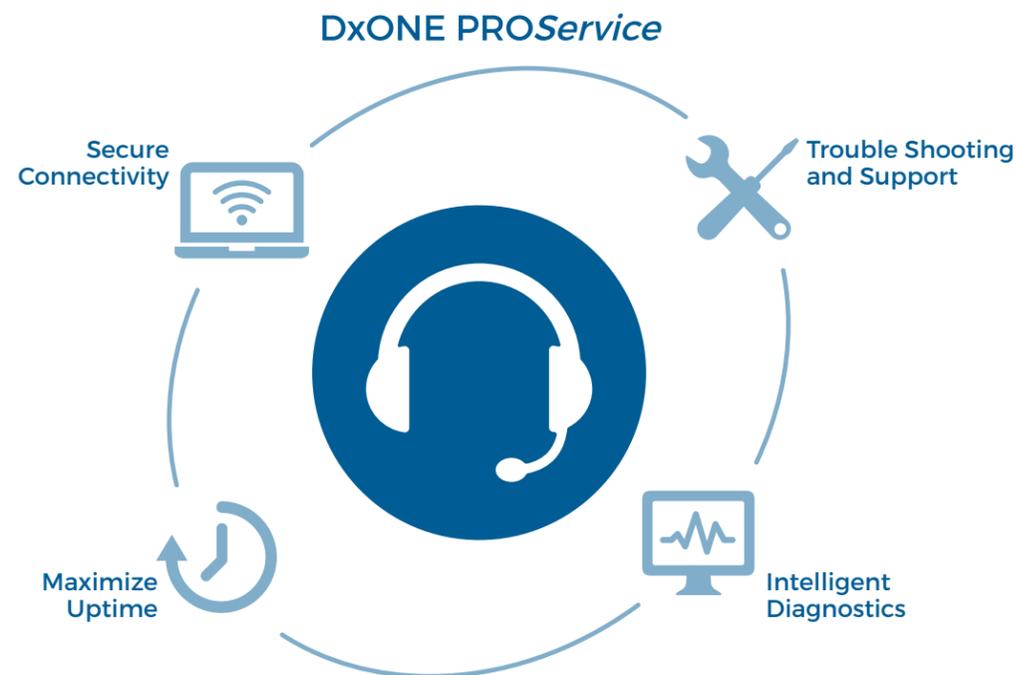
SAFEGUARD YOUR INVESTMENT

In the laboratory, turnaround time is always critical. Instrument downtime and process inefficiencies can directly impact your laboratory's ability to deliver the results physicians need to make timely healthcare decisions. DxONE PROService, Beckman Coulter's custom remote-service application, can help maximize system uptime and protect your laboratory's workflow, allowing you to focus on generating fast, accurate test results.

DxONE PROService utilizes Remote Management System (RMS), Beckman Coulter's proprietary data pipeline, to establish a secure connection between the Beckman Coulter systems in your laboratory and its service and support staff. This connection allows the transfer of confidential instrument performance data to a dedicated regional private cloud,* which conforms to local regulatory standards, and opens the door to a suite of tools and features that help increase the uptime of your systems.

INCREASE UPTIME AND IMPROVE PRODUCTIVITY

DxONE ProService helps to increase instrument uptime so you can deliver patient results without interruption.



MAXIMIZED UPTIME, ENHANCED EFFICIENCY AND IMPROVED PRODUCTIVITY FOR THE LABORATORY



Intelligent diagnostics

DxONE PROService elevates your support experience beyond the traditional model for over-the-phone troubleshooting. The Service Dashboard allows Beckman Coulter service and support staff to remotely view your instrument status and troubleshoot issues.

- > Instrument performance information in near real time, providing insight regarding instrument status
- > Intelligent algorithms allow Beckman Coulter service and support staff to spot trouble areas and rule out sources of error
- > Rapid root-cause analysis through intuitive service-user interface shortens resolution



Maximize uptime

Medical diagnostics are a vital part of the modern healthcare system, and instrument uptime is critical to sample throughput and profitability. DxONE PROService helps improve instrument uptime by:

- > Reducing unscheduled service through remote and proactive monitoring of instrument trends
- > Allowing some service "visits" to be done remotely
- > Ensuring that the technician has the right parts for on-site visits



Secure connectivity

DxONE PROService utilizes Remote Management System (RMS)—a secure, proprietary data pipeline—to connect Beckman Coulter instruments in customer laboratories with Beckman Coulter's service and support department.

- > Uses encryption, VPN and authentication services and dedicated regional private clouds that align with the General Data Protection Regulation (GDPR)
- > Connects multiple instruments simultaneously with little impact on customers' IT systems
- > Utilizes the RMS RAP box, which is a dedicated communications processor that buffers and forwards status reports on each instrument to Beckman Coulter servers



Troubleshooting and support

The Remote Desktop Sharing (RDS) feature allows Beckman Coulter service and support staff, with your authorization, to access and control your instrument console.

- > Maximize uptime with online support through RDS, which allows for detailed investigation and diagnosis
- > Resolve many instrument issues remotely, without the need for on-site service, allowing your laboratory staff to focus on generating patients' results
- > Enable Beckman Coulter's remote-service application to visualize instrument status for proactive system support