Increase Your Uptime

ProConnect™ Response Center. Count on it.

Equipment

Firewall

ProConnect Response Center

Priority Technical
Support

Service
Representative

Equipment
Performance Reports
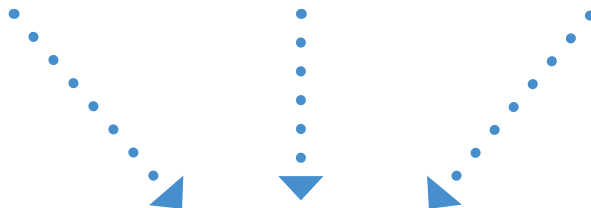
Customer

Time is money.

What if you could avoid...

- OR schedule delays?
- Lost productivity?
- Strain to meet the needs of the OR?
- Staff overtime and priority service costs?
- Unnecessary service calls?
- Unplanned distraction?

STERIS's ProConnect Response Center is a simple and cost-effective way to increase your equipment uptime and reduce the hassle of dealing with unplanned maintenance - giving you more time to focus on your many other responsibilities.

STERIS

We'll be there when something goes wrong. Count on it.

With ProConnect, STERIS technical service experts monitor your equipment performance, notify you immediately if there is an issue, including predicting future issues, and prioritize resolution of the problem – to keep you up and running.

How many times does a sterilizer or washer go down without your knowledge? By the time you find out, you may have an even bigger problem.

ProConnect keeps you in control of equipment status. If your equipment alarms, you get immediate notification via e-mail.

PRIORITY 1 ALERT
Service Required
STERIS contacts you to initiate required service.

PRIORITY 2 ALERT
Service May Be Required
STERIS will contact you to determine next steps.

INFORMATIONAL PROCONNECT ALERT
Information Only
STERIS will monitor performance and will notify you if service is required.

We'll stop problems before they start. Count on it.

ProConnect is not just about reacting to equipment failures. ProConnect's advanced predictive alert capability analyzes cycle data for adverse trends so that STERIS service technicians can proactively resolve them before they result in downtime.

ProConnect uses a series of algorithms designed to monitor and analyze critical product performance and cycle data, and generates service requests that can be scheduled when it is convenient for you.

In fact, we resolve more issues on ProConnect-enabled equipment due to predictive alerts than we do field repairs!

This proactive approach keeps your equipment running at peak performance – helping increase your uptime – and your equipment lifetime.

We'll keep you informed. Count on it.

With ProConnect, you have visibility to comprehensive performance data across your installed base – at your fingertips, 24/7.

ProConnect collects the data real-time and offers a variety of reports designed to keep you informed of equipment performance including equipment uptime.

Detailed reports on equipment operation, service history, alarm detail and parts usage can be invaluable tools to improve asset utilization, process throughput, staff training and resource allocation.

ProConnect even archives your cycle tape information, making your JCAHO compliance documentation easier.

You also have the convenience of ordering parts and tracking your account history online. You can create, update and monitor service requests online as well.

ProConnect Response Center. Our customers count on it.

"ProConnect was easy to install. I get a good response from STERIS without having to lift a finger."

– Shannon Dingus, Indian Path Medical Center, Kingsport, Tennessee

"ProConnect caught a sterilizer issue before it went down, saving a cancelled surgery."

– Elinda Brown, University of Utah Hospital, Salt Lake City, Utah

"STERIS's outstanding technical service has only been enhanced by ProConnect. Phone calls for repairs have become a thing of the past."

– Leading U.S. Medical Research and Care Facility

We'll work with IT for a quick, easy and secure installation. Count on it.

We've successfully collaborated with IT staff on hundreds of ProConnect installations. The requirements are simple, the technology is proven and secure, and a typical installation only takes an hour per unit.

ProConnect-enabled STERIS equipment is no different than any other computer on your network and does not need any special connections. It is designed to work within your existing security infrastructure and is fully compliant with whatever firewalls and security policies you have in place.

To enable ProConnect, two things are needed: wired or wireless access to your ethernet network and hard drive space on a server, virtual machine or dedicated PC.

No changes to IT security

- Firewall transparent
- No changes to IT protocols or security infrastructure
- No VPN required
- Highly secure and efficient 128-bit SSL data transmission and password authentication
- Easy-to-manage user, application and device security
- Full control over access from behind the firewall
- Minimal impact on corporate network traffic
- Security features at the enterprise to control user access to the system, application and data security

STERIS SecureCare Service Solutions – from full-service maintenance & repair to labor only, there's an option that's right for you. No matter which plan you choose, ProConnect is included as a standard feature of your service agreement.

Count on STERIS service professionals to be there when you need them – throughout the life of your equipment.

STERIS Customer Support Center
24 hours a day, 7 days a week
800-333-8828

Buy parts and schedule service @ www.steris.com

≋ STERIS

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