



Smart Monitoring Services

Remote Instrument Monitoring and Diagnostics

Did you know that Smart Monitoring is...

- Free to warranty and eligible service plan customers
- Available on the majority of our instruments
- Can now predict many instrument failures
- Is activated at instrument installation

Anywhere, anytime, worldwide

The Smart Monitoring system is an important service differentiator for AB SCIEX systems. It allows field support personnel and end-users to remotely monitor instrument performance from any Internet-enabled PC. Our Technical Assistance Center (TAC) in The Americas, Customer Support Group in Europe, and Application Technical Support groups (ATS) use Smart Monitoring technology to maximize instrument uptime and facilitate instrument repairs performed by field service and support personnel.

This guide is made available to help you gain a better understanding of the value-added services that Smart Monitoring provides, and how to promote those benefits proactively to AB SCIEX instrument customers.

Smart Monitoring uses patented, secure communication methods to monitor and service instruments remotely.

- Instrument data are accessed by logging onto Smart Monitoring servers
- There is no limit to the number of instruments that can be monitored
- Only customer-authorized end users will have access to the instruments
- End-users may only view their own instruments, and data is never shared
- Instruments being monitored may be configured in the standard configuration, or in a Proxy Server configuration for increased security

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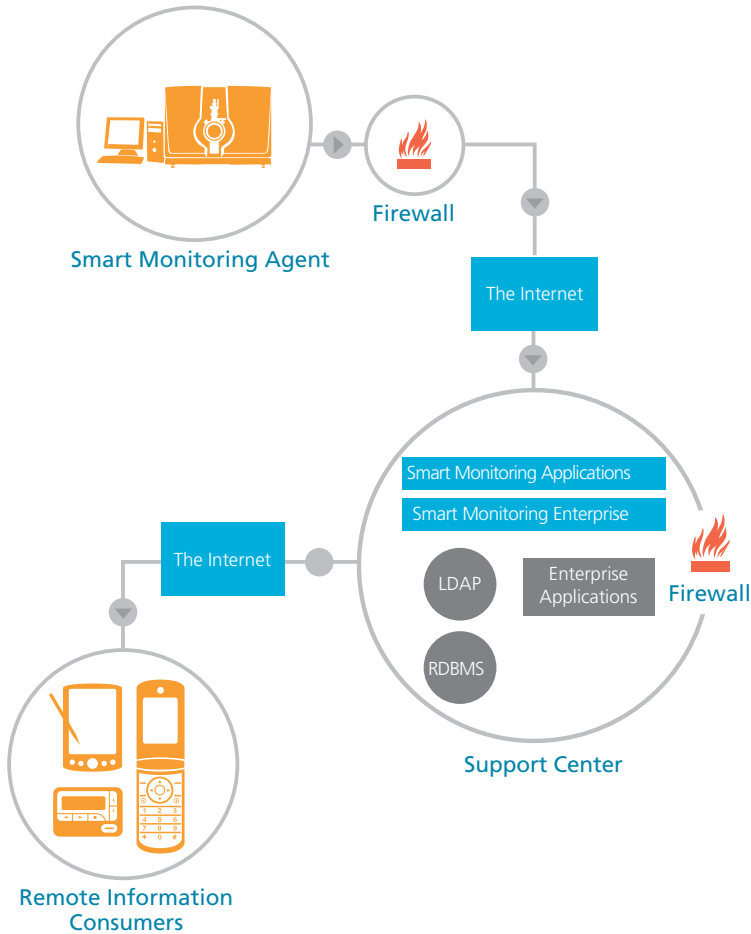
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What is Smart Monitoring?

Smart Monitoring is a patented distributed software system that uses the Internet to remotely monitor, manage, and service AB SCIEX instruments used in laboratories around the world.

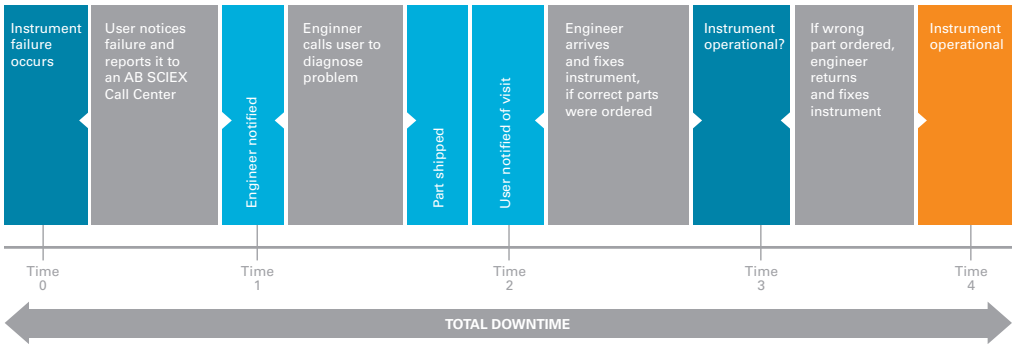
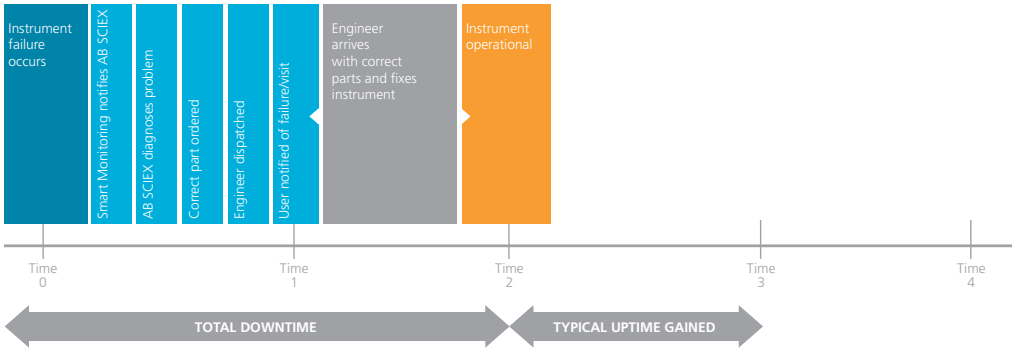


Smart Monitoring delivers:

- Increased instrument uptime
- Lower total cost of ownership
- Increased technical support during warranty and eligible service plan periods
- Desktop sharing for collaborative troubleshooting and problem solving
- Predictive failure alerts
- Comprehensive reports
- Remote notifications

Optimize Lab Efficiencies

With Smart Monitoring, we can reduce the time needed to solve instrument problems and increase a customer's instrument uptime.



About Smart Monitoring

What does Smart Monitoring do?

- Monitors peripherals that are critical to the operation of the instrument
- Provides an ongoing profile of instrument operation and performance
- Delivers immediate email notifications of detected issues—basic to imminent failure—to any Internet-enabled PC
- Gathers and stores critical instrument data parameters
- Allows end-users to:
 - > monitor single/multiple instruments remotely from any Internet-enabled PC
 - > monitor the performance of all instruments simultaneously
 - > receive email alerts directly
- Allows engineers and support personnel to troubleshoot instrument issues remotely

How can Sales and Service Representatives use Smart Monitoring?

Differentiate AB SCIEX services from those of our competitors

- Provide a clear differentiator between AB SCIEX and competing support services
- Increase technical support and troubleshooting capability
- Reduce customer loss of valuable samples and data
- Reduce unplanned downtime with predictive alerts
- Provide performance and uptime reporting
- Monitor single/multiple instruments worldwide from any Internet-enabled PC

Optimize your field service efforts

- Monitor all instruments in your district, region, or country from any Internet-enabled PC
- Troubleshoot PC/instrument-related problems before arriving on site
- Perform desktop sharing
- Perform remote diagnostics in some cases

About Smart Monitoring cont'd

Overall capabilities and features

- Remote Monitoring
- Remote Diagnostics
- Instrument Performance Monitoring
- Proactive Service (through TAC)
- Performance Reporting
- Smart Monitoring System access
- TAC online troubleshooting

Specific features and capabilities for Mass Spectrometers

- Turbo pump monitoring
- Workstation monitoring
- Detection monitoring
- Online tuning and sensitivity assistance with a technical support specialist
- Online instrument diagnostics and troubleshooting, on selected products
- Oracle database and LIMS monitoring
- Decrease sample loss due to instrument failures
- Decrease the loss of critical data

How is it installed?

Smart Monitoring can be activated as required during instrument installation or upon customer request. If a customer requests that Smart Monitoring be installed:

- Direct them to open a service call with AB SCIEX
- Contact the TAC (in The Americas), or Customer Support Group (in Europe)
- Download customer-installable Smart Monitoring agent from our website to the customer's IT organization for installation

Smart Monitoring-Compatible instruments

Smart Monitoring is a patented distributed software system that uses the Internet to remotely monitor, manage, and service AB SCIEX instruments used in laboratories around the world.

Mass spectrometers

- API 2000™ LC/MS/MS System
- API 3000™ LC/MS/MS System
- API 3200™ LC/MS/MS System
- API 4000™ LC/MS/MS System
- API 5000™ LC/MS/MS System
- AB SCIEX Triple Quad™ 5500 System
- QTRAP® LC/MS/MS System
- 3200 QTRAP® LC/MS/MS System
- 4000 QTRAP® LC/MS/MS System
- AB SCIEX QTRAP® 5500 LC/MS/MS System
- QSTAR® XL Hybrid LC/MS/MS System
- 4800 MALDI TOF/TOF™ Analyzer
- FlashQuant™ Workstation

Peripherals

- Oracle databases
- PC workstations
- Varian & Leybold turbo pumps

Note: If a specific product is not listed, contact our Technical Assistance Center (TAC) in The Americas, Customer Support Group in Europe, and Application Technical Support groups (ATS) to learn when it will become available.

FAQs

Access and Installation

How does a customer request that Smart Monitoring be installed?

Customers should speak with AB SCIEX sales representatives and field engineers to ensure that Smart Monitoring is installed and activated on all new installs.

If a customer's instrument is no longer under warranty or eligible service plan, the AB SCIEX local service representative should:

- Explain that Smart Monitoring is free with our AB SCIEX Assurance and AB SCIEX Complete service plans, and is also available for purchase as a standalone service
- Direct them to open a service call with AB SCIEX
- Contact TAC (in The Americas), or Customer Support Group (in Europe)
- Download the customer-installable Smart Monitoring agent from our website to the customer's IT organization for installation (for selected instruments)

Who will be able to access sample data?

Smart Monitoring only monitors instrument functions, and does not provide sample data. A customer can initiate further discussion on this subject by opening a desktop sharing session with AB SCIEX Technical Support.

Can end-users login and view their instrument data?

Yes. End-users who subscribe to the Smart Monitoring service are provided with a logon and password that will enable them to log into the system and monitor their instruments.

Can customers receive the alerts generated by their instruments?

Yes. Our service administration groups will set up a customer to receive alerts from their instruments via any Internet-enabled device with a standard e-mail address.

Availability

What service plans offer Smart Monitoring as a value-added feature?

AB SCIEX Assurance and AB SCIEX Complete service plans, as well as instrument warranties

Can customers who do not have a service plan get Smart Monitoring?

Yes. An AB SCIEX sales representative will be glad to provide a quote. Prices are available from the Services Price list.

What is included in a Smart Monitoring subscription?

Smart Monitoring subscriptions include full access to the Smart Monitoring database, alerts, and technical support from TAC (in The Americas), or Customer Support Group (in Europe)

How much does Smart Monitoring cost?

Smart Monitoring is free with our AB SCIEX Assurance and AB SCIEX Complete service plans, and is also available for purchase as a standalone service. Prices are available from the Services Price list.

Security and Network

Can the connection to Smart Monitoring be traced and/or hacked?

No. The data being transmitted is encrypted and transmitted unidirectionally from the Instrument to the Smart Monitoring Server.

Do end-users log directly into the PC connected to the instrument?

No. End-users accessing the data from an instrument or a group of instruments will log into the Smart Monitoring server to acquire the data from the instrument(s). This ensures data integrity and a secure connection between instrument(s) and server(s).

Will Smart Monitoring be installed on the customer's network?

No. The agent is installed on the PC associated with the instrument, and only requires access to the Internet through a secure port connection.

Will Smart Monitoring affect network performance?

No. Typically, communications between the Smart Monitoring agent and the Smart Monitoring server will have less impact than adding another workstation with a Web browser. Smart Monitoring sends information only periodically, or when the instrument is reporting a problem.

Does the Smart Monitoring agent's IP address need to be visible on the Internet?

No. The IP address does not need to be visible from outside the local area network. If a Web browser can see the public Internet, the agent will be able to communicate with the Smart Monitoring server.

Does the Smart Monitoring agent need a fixed IP address?

Smart Monitoring can use DHCP to automatically assign an IP address on the network.

Does Smart Monitoring require a virtual private network (VPN)?

No. Communication through firewalls and proxy servers eliminates need to establish a VPN between instrument and a service provider. A continuous connection between the Smart Monitoring agent and the Smart Monitoring server is not required.

How does Smart Monitoring get past proxy servers or firewalls?

Smart Monitoring works with firewalls and proxy servers that allow HTTP protocol to pass through port 443, the protocol most commonly used Web browsers. If a customer uses a proxy server, the installation technician will need to know the settings and authentication requirements to set up and test the Smart Monitoring agent.

Does Smart Monitoring need access to the local security domain?

The Smart Monitoring agent runs on a standalone computer system. Local security domain login is not required for operation. Security information is needed to enable authenticated communication only through specific types of proxy servers.

Does Smart Monitoring provide virus protection?

No additional protection is provided. Smart Monitoring uses the customers existing virus protection systems. Because Smart Monitoring does not allow outside tracking, exposure to viruses is minimal. We recommend that Smart Monitoring be used with Microsoft Internet Explorer 5.5 with service pack 2 or greater.

How secure is Internet data transmission?

Communication between the Smart Monitoring agent and the Smart Monitoring server are encrypted using 128-bit SSL, making it virtually impossible for anyone to intercept and read the contents of a message. It further ensures that messages are received error-free.

How much PC hard drive space does Smart Monitoring require?

1 MB to 5 MB.

Regulatory Compliance Support

Does Smart Monitoring provide regulatory compliance support?

Smart Monitoring helps AB SCIEX customers demonstrate compliance with the following key regulations:

U.S. HIPAA regulations protect the privacy and confidentiality of patient data. Because security and data protection are integral to the design of the DRM solution, our manufacturing customers and their healthcare organization end-customers can confidently manage information in a HIPAA-compliant manner. Manufacturers deploying Smart Monitoring can limit access to data by user, role, and group; transmit information using SSL encryption; and authenticate users through strong passwords.

Sarbanes-Oxley regulations require those U.S. companies who have outsourced business operations to document proper data management throughout the communications cycle. Smart Monitoring makes it easy for our customers to comply by providing an audit trail of user activity and system access.

FDA 21 CFR Part 11 governs the use and administration of electronic signatures in medical and other organizations that fall under U.S. Food & Drug Administration (FDA) guidance. Smart Monitoring achieves user authentication by verifying user ID and password via LDAP, and is set to force password changes every 90 days to reduce the chance of compromise.

The European Data Protection Directive protects European Union citizens from privacy invasion, and restricts the information-collection activities of governments and corporations. Manufacturers deploying Smart Monitoring can limit access to data by user, role, and group; transmit information using SSL encryption; and authenticate users through strong passwords.

Japan's HPB 517, which is similar to U.S. HIPAA Regulations, is a healthcare-specific law that protects the accuracy and authenticity of data storage and transmission, and protects the patient privacy and access control. Manufacturers deploying Smart Monitoring can limit access to data by user, role, and group; transmit information using SSL encryption; and authenticate users through strong passwords.

Smart Monitoring Reports

Uptime Reports

Provides a graphic representation of the instruments availability during the time frame specified. Provides the customer with quantifiable data relative to how their instrument is performing, and allows the customer to determine whether or not their instrument is effectively utilized. Provides a means for a customer to easily identify the periods of time when their instrument is in an "Idle" or down state. For customers with a number of instruments, the Uptime report provides a list of all of their instruments, and enables the customer to compare performance among instruments.

Alerts and Notification Reports

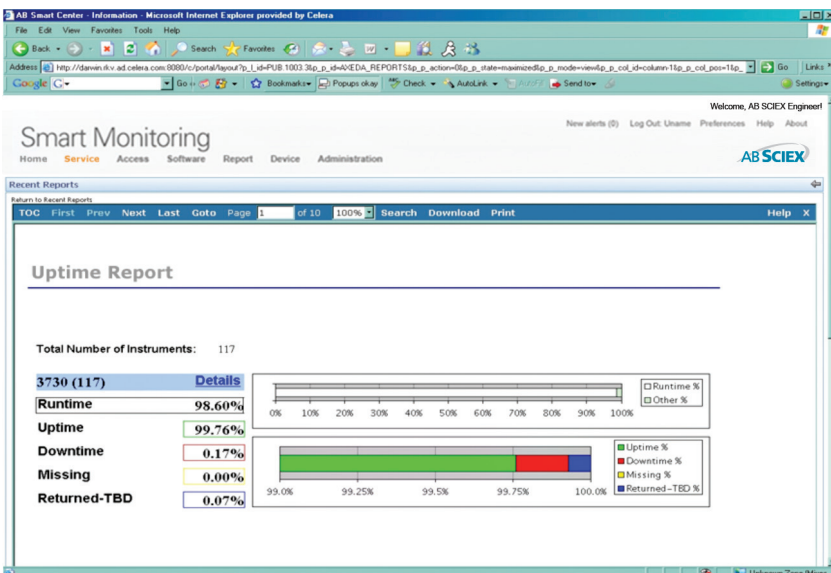
Provides customers with a summary list of the Alerts and Errors reported by the Smart Monitoring system during the time period specified. The report provides a time stamp and the number of occurrences of specific alerts. The Alerts notification report is a tool that may be used to prompt a customer to increase the frequency of their preventative maintenance visits and may also prompt the customer to have a review of their service and support plans.

Hard Drive Reports

The Hard Drive report provides the customer with a summary of the current state of their hard drives, the alerts reported and the number of warnings reported. Additionally the Hard Drive Report can be configured to include the number of "Read /Write" errors detected over a specified period of time. The health of the hard drive is critical in ensuring the integrity of a customer's data, and preventing loss of critical sample data.

Customized Reports

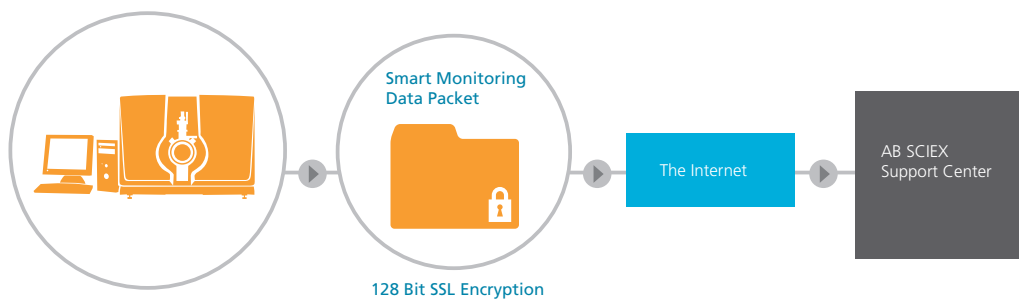
For those customers that require additional information related to their instruments, the Smart Monitoring reporting team will work directly with customers to create reports that provide instrument performance data that is relevant to the customer. The customized reports may be based on data items reported by the instrument, alerts and notifications or data values received over a period of time. Customized reports are considered a professional service and there may be an additional charge associated with this service.



Smart Monitoring Security

Mass spectrometers

- Server access is via secure HTTPS Web interface
- Data is 128-bit SSL, which is secured and encrypted when transmitted to the Smart Monitoring server, and unencrypted and authenticated upon receipt
- Standard PC-to-Internet connectivity ensures communication integrity
- Works seamlessly with established security measures including firewalls, antivirus programs, and encryption software
- Smart Monitoring has never experienced a security breach
- Smart Monitoring technology is VeriSign® certified



You invest in our technology. We invest in your success.

As the world leader in mass spectrometry, AB SCIEX solutions are backed by the industry's most extensive service and support organization. With a network of service professionals, experienced compliance specialists, and over 150 PhD application scientists worldwide, we are dedicated to supporting your technical needs and helping you get the most out of your AB SCIEX systems.

AB SCIEX service professionals are recognized as the most highly qualified in the industry. They are certified on our instrument platforms through a rigorous 4-step certification program, with re-certification occurring every two years. This award-winning program helps to ensure that you receive the most efficient, highest-quality, and most up-to-date service available for AB SCIEX products and technology. Choose from flexible service plans and a variety of services for the right level of support for your laboratory's needs and budget.

Our customer support network is available to provide expert assistance in the use and application of AB SCIEX products through a comprehensive range of services, including application support, technical service, and training.

Whether you access our service and support team by phone, email, on-site visits, or through our innovative remote monitoring technology, you can be confident that the AB SCIEX organization will be there for you.

For more information, visit www.absciex.com

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