Carestream

Smart Link

Security. Performance. Productivity.

SMART SERVICE SOLUTIONS

Your Connection to Secure, Direct Remote Services.

CARESTREAM Smart Link remote technology creates a powerful bridge between your Carestream solutions and Carestream's Customer Success Network. Secure Internet access to expert, global support maximizes your resources and enhances the performance of your DR, CR and Digital Output solutions.

It's just one more Smart Service from Carestream, dependable and configurable to your needs, so you can focus on what's most important – your commitment to quality patient care.

Advantages at a Glance

- The Smart Link System is highly regulated and secure to safeguard patient data.
- Cloud-specific features with network and DICOM connectivity support rapid troubleshooting.
- Upgrades are continuously delivered over Carestream's secure connection.
- The system provides access to advanced service capabilities and a dedicated team of experts.
- System deployment is fast and no additional servers are needed.
- Smart Link keeps your data ultra-secure, with an outbound-only connection through your firewall.

Advantages for Your Imaging Department.

Maximize Your System Availability and Uptime.

Every minute of imaging system downtime chips away from your facility's productivity and quality of patient care. So you need to know that performance issues will be recognized and resolved rapidly.

- Proactive System Monitoring
  Smart Link's real-time monitoring gives you peace of mind. A dashboard view of system status and issue alerts is always visible to your Carestream Customer Support Specialists, allowing them to take immediate action to keep your system running at peak performance.
- Faster Resolutions
  With the advanced diagnostic information that Smart Link provides your Carestream Customer Support Specialist, many service requests can be resolved remotely and rapidly. If an onsite repair is necessary, a Carestream Field Engineer can arrive with in-depth diagnostic knowledge and the right parts and tools to resolve it.

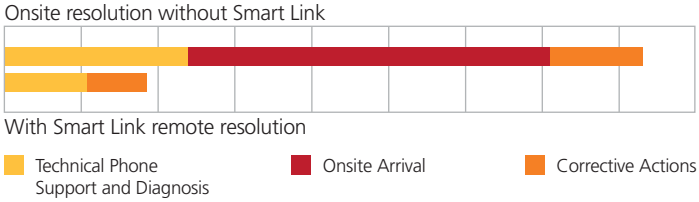
Depend on Full Support.

Ensuring optimal system performance requires fast access to the right person, with the right knowledge, at the right time. With Smart Link's remote connectivity, your service request is immediately addressed by an experienced Carestream Customer Support Specialist, who will either resolve your issue remotely or enlist the best expert from our Customer Success Network to get you back up and running quickly.

Keep Your System Up-to-Date.

Superior patient care requires state-of-the-art technology – but tracking and installing updates can be a time-consuming hassle. With Smart LInk, many upgrades are delivered automatically via our secure Internet connection, no waiting or need for onsite help. Even when Carestream installation is required, pre-stage downloads accelerate the process.

Compare the Relative Resolution Times:



Advantages for Your IT Department.

Control Your Information Technology Support Costs.

Healthcare facilities today operate at an intense level of speed. And when service is needed, choosing the right resources to resolve your issue can be difficult. With Smart Link, your Carestream Customer Support Specialist will have advanced diagnostic information and can determine if you should turn to your IT department. The results? You'll be back up and running faster, without unnecessary IT costs.

Make a Secure, Direct Connection Between Your Facility and Smart Link.

CARESTREAM Remote Management Services (RMS) utilizes the Internet and creates a direct connection from your Carestream product solution to the Smart Link central servers. Connecting is simple, no hardware is required. Communication is initiated from software embedded in your Carestream product solution and can only connect to the Smart Link central servers. All communications are made through a secure and encrypted tunnel using SSL, multilevel authentication, role-based authorization and digital certificates, in a public key infrastructure.

How We Safeguard Patient Privacy and Network Security.

We understand that regional and data privacy laws (e.g. HIPAA), patient privacy and network security are serious issues in today's healthcare environment. Smart Link can support you in these areas. To maintain secure data communications between our Smart Link Central Servers and your Carestream product solutions, we employ globally accepted Internet security protocols. Only trained and properly credentialed Carestream Customer Support Specialists have permission to access your system. In most cases, our remote service sessions do not require any sharing of personal data or images. An audit trail of system access and activity is maintained, and the latest, most advanced virus protection is always in place.

Important Updates on the General Data Protection Regulation (GDPR).

We value your trust in Carestream, and as a global provider of healthcare technology, we take our commitment to customer and patient privacy seriously. All of our software and systems are designed with the most stringent information protections in mind. This commitment includes our dedication to the General Data Protection Regulation (GDPR), a regulation that provides consistent standards across the European Union (EU) and the United Kingdom (UK) to protect the rights of individuals in the EU and UK about how their personal data is being used. In addition, Carestream continually works to ensure that any vendors we use as sub-processors are GDPR-compliant.

A Community of Service and Support.

For dependable service, look to our Customer Success Network. We work continuously to improve your imaging performance, help you to innovate as needs change, and make the most of your budget and resources. Carestream's Customer Success Network surrounds you with a dynamic team of experts, with a Single Point of Entry for easy, customized access to the right people in every situation. You and your patients will benefit from the expertise and best practices only Carestream can deliver.

A Complete Portfolio of Smart Services.

CARESTREAM Smart Link is just one option in our full spectrum of Smart Services delivered by your Customer Success Network. From the first handshake to the last image managed, we work to continuously improve your imaging performance, helping you to innovate as needs change and make the most of your budget and resources.

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"Rx only"

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