



# Ascom Remote Monitoring

*How monitoring by Ascom experts can help maximize system uptime*

- Detects glitches before they become critical errors
- Helps maximize systems uptime
- Frees resources that can be used for core operations

## What it is and how you benefit

Ascom Remote Monitoring is an optional support service within an Ascom Solution Lifecycle Plan, a customizable after-sales support package. It lets our experts keep a watchful eye on the performance of your critical systems. Your organization benefits in three key ways:

**Authorized Ascom specialists** can take corrective action before minor issues become critical errors.

**Quick pre-emptive action** by Ascom experts can help ensure maximum uptime of your systems. Roles and responsibilities are agreed in advance, and are activated when needed.

**You can focus resources** on your organization's core activities, secure in the knowledge that your systems are being continuously monitored by Ascom specialists.

Ascom Remote Monitoring is a proven way to maintain uptime and functionality of critical systems in healthcare, industry, hospitality, retail, security, and other sectors.

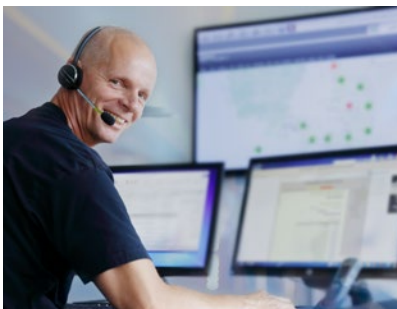
The service works by collecting event info from Ascom and non-Ascom equipment such as servers, infrastructure and devices. It then presents the info in a dashboard view to authorized Ascom service technicians, who can issue warnings and/or take corrective action.

## Why choose Ascom Remote Monitoring?

Errors can swiftly spread throughout interdependent systems. It is essential to maintain an overview, and to have the capability to pre-emptively intervene.

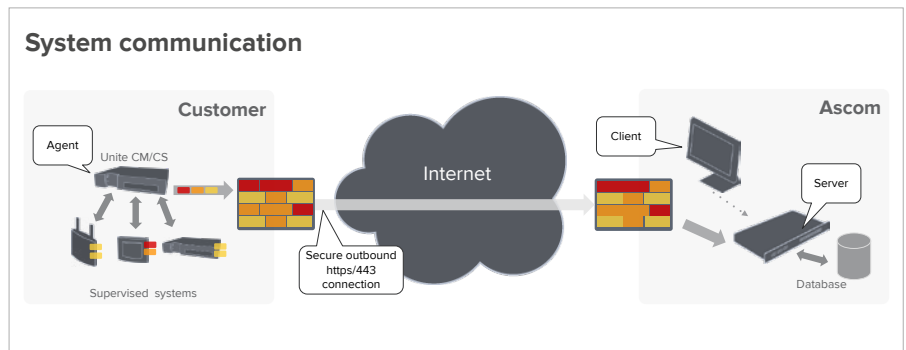
Systems are often vital to staff/customer/patient security and satisfaction. Compromised systems can expose confidential data to unnecessary risk. It is essential— and usually legally mandated —to quickly identify and remedy issues, while maintaining system uptime.

Systems maintenance requires expertise and experience. All Ascom Remote Monitoring technicians are specially trained and certified in this mission-critical area.



# Secure data traffic

Outbound data is encrypted (https/443), and only technical logs are transferred—no confidential data. Access is rigorously controlled and restricted to authorized Ascom specialists. Data sent to Ascom that originates from within the EU is stored on EU-located servers /cloud services and is not exported to non-EU jurisdictions.



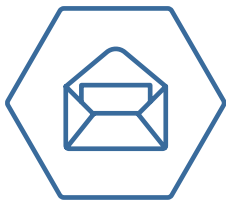
Ascom equipment is monitored by a combination of Ascom Unite fault logs and supervision. For non-Ascom equipment, ICMP ping is used to verify equipment performance. We also use SNMP traps to collect notifications from a wide range of equipment. All irregularities are sent to Ascom to be handled in accordance with your Service Level Agreement.

## How it works:

- Collects non-critical events that may indicate a risk of critical issues; helps with the early detection of potential critical errors
- Critical errors are immediately sent to the Ascom duty engineer (if agreed in your Service Level Agreement)
- Helps to identify an error's root cause, enabling easier corrective action
- Uses remote connections (if enabled) to remotely intervene and pre-empt/mitigate issues

## Examples of equipment that can be monitored:

- Ascom IP-DECT (infrastructure components)
- Ascom Elise 3 modules (MMG, Cardio-max, Unite CM, Unite Connect)
- Ascom mobile devices (Ascom Myco 2, Ascom Myco 3, Ascom i62, Ascom d63)
- Ascom teleCARE IP®
- Non-Ascom equipment (SNMP-enabled products such as servers, routers, etc.)



Contact your nearest Ascom representative to learn more about the benefits of Ascom Remote Monitoring. A full list of Ascom representatives worldwide is available at: [ascom.com](http://ascom.com)

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## About Ascom

Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions – anytime and anywhere. Ascom's mission is to provide mission-critical, real-time solutions for highly mobile, ad hoc, and time-sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete, and efficient workflows for healthcare as well as for industry and retail sectors.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 18 countries and employs around 1,300 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.