

REMOTE SERVICE BOND



SUPPORTING THE BOND FAMILY

BOND-PRIME
BOND-MAX
BOND-III



For In Vitro Diagnostic Use

Advancing Cancer Diagnostics
Improving Lives

BOND

REMOTE SERVICE FEATURES

REMOTE SERVICES YOU CAN RELY ON



SUPPORT



UPDATES



TRAINING

Leica Biosystems BOND

Remote Service Features help our technical support experts respond to customer issues faster that will in turn support laboratories staff meet their goals and support faster patient diagnosis.

REMOTE SUPPORT



Remote troubleshooting supported by product experts to resolve issues faster.

Service team will have relevant information & spare parts to support on-site visit.

REMOTE UPDATES



Safety of medical equipment is crucial to safeguard patient information.

Updates like vulnerability patches & critical software fixes can be delivered fast by remotely uploading and installing through screen sharing, reducing the time spent by the lab staff on supporting LBS service.

REMOTE TRAINING



Train staff easily when you need it to support your laboratory workflow.

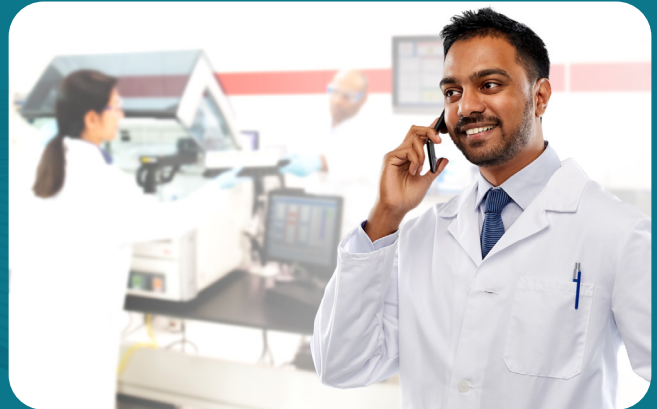
Remote screen shares allow our technical experts to train your staff on how to use the instrument software.

IMPACT/VALUE FOR YOUR LABORATORY



YOUR TEAM AND WORKLOAD

Resolve instrument challenges faster with Leica Biosystems remote service solution. Reduce stress on your team and their time spent troubleshooting. Increase instrument running time to ensure your daily workload is managed as fast as possible.



FUTURE PROOF YOUR LABORATORY SERVICE LEVEL

Continuous access to important instrument software updates to protect your instruments. Monitoring of instrument predefined data set will reduce team stress related to unplanned events.



YOU ARE IN CONTROL

ALL remote connections will be agreed with you.

Remote support is built on Beyond Trusts framework, a leader in access security. The LBS Remote Service solution is hosted on the Microsoft Azure platform, which is fully compliant with CSA STAR certification, ISO27001:2013, ISO 27701:2019, ISO 9001:2015, SOC1, SOC2, SOC3, HIPAA BAA, CLSI AUTO09-A, HITRUST & CIS Standards.

HARDWARE REQUIREMENTS

- **BOND Version 7.2**
- **Dell XE3 or Dell XE4**

CONNECTIVITY REQUIREMENTS

- **Network Connectivity:** Confirm that your Laboratory's LBS products/devices have a stable internet connection with a minimum bandwidth of 40 Mbps or higher. This bandwidth ensures smooth operation of the remote support functionalities.
- **Outbound Port Configuration:** Verify that outbound port 443 is enabled on your network firewall. This port is essential for secure communication with the Leica Biosystems Remote Service Software.
- **URL Whitelisting:** Implement a whitelist on your network security system to allow access to the Remote Service specific URLs as defined in the Leica Biosystems Remote Service BOND IT White Paper.



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Leica Biosystems is a global leader in workflow solutions and automation. As the only company to own the workflow from biopsy to diagnosis, we are uniquely positioned to break down the barriers between each of these steps. Our mission of "Advancing Cancer Diagnostics, Improving Lives" is at the heart of our corporate culture. Our easy-to-use and consistently reliable offerings help improve workflow efficiency and diagnostic confidence. The company is represented in over 100 countries. It has manufacturing facilities in 9 countries, sales and service organizations in 19 countries, and an international network of dealers. The company is headquartered in Nussloch, Germany. Visit [LeicaBiosystems.com](https://www.LeicaBiosystems.com) for more information.