# Unity Remote Services

Product Spotlight

Real-time assessments by dedicated systems and remote technical support personnel can save precious time on troubleshooting instrument performance issues. Unity™ Remote Services software enables remote support, monitoring of optimal instrument operation, and remote detection and diagnosis of issues. Hardware performance metrics are monitored over the internet to expand instrument support beyond just care and maintenance. Unity Remote Services are available on the Thermo Scientific™ Dionex™ Integrion™ HPIC™ system and the Thermo Scientific™ Dionex™ ICS-6000 IC system.
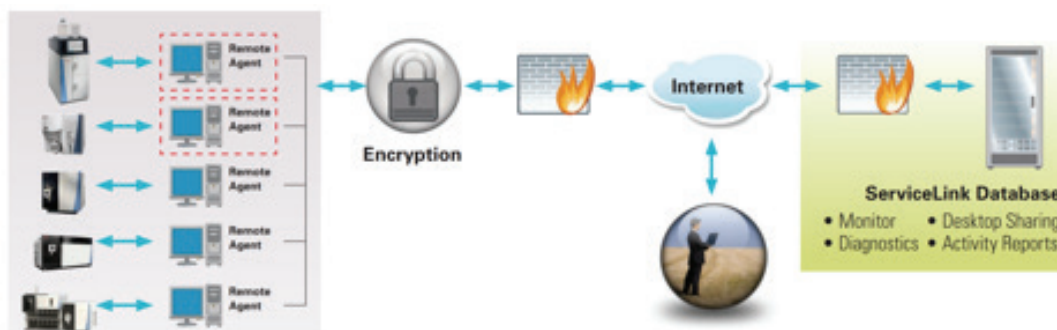
Maximizing instrument uptime

- Allows Unity Lab Services to proactively identify and respond to existing and potential problems quickly and easily
- Avoids the need for your personnel to spend time with trial-and-error troubleshooting, reducing costs

Reducing costs

- Proactively assesses upcoming maintenance needs and optimizes scheduling to fit with your lab's flow
- Reduces the need for unplanned service visits
- Avoids the loss of your samples and critical data

Complete data security

- Complies with multiple regulatory requirements (HIPAA, CLSI Auto 9A, ISO 27001)
- Uses the latest HTTPS, PKI, and up to 256-bit AES encryption technology to securely transfer data from your lab
- Firewall friendly; uses standard HTTPS on port 443
- Allows for access to instrument system diagnostic information only

For more information, visit **thermoscientific.com/ remoteservices**

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