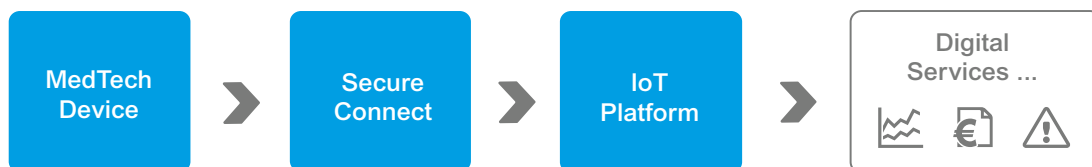# MedTech Connect & Manage

Medical devices are indispensable when it comes to effective, modern healthcare. They play an important role in diagnosis, treatment, monitoring and prevention. It is therefore essential that they function as smoothly and reliably as possible and that they are up-to-date at all times.

Do the following challenges sound familiar?

> Your customers are using medical devices in hospitals and health centres which are not connected?

> You need to provide secure access to the devices?

> You require an access control system that only allows authorised persons to access device data?

> You want to improve your service and simultaneously reduce maintenance costs?

> You're planning to offer your customers additional digital functions?

Your benefits from Connect & Manage: Optimal connectivity of medical devices

> You get access to a portal and can view device data in hospitals and health centres (such as device type, serial number, software version, device status)

> We provide you with a secure access system – only authorised persons (such as medical technology directors or other medical professionals) have real-time access to device data

> Connect & Manage enables you to offer additional digital services such as remote service and predictive maintenance

> High level of flexibility thanks to multi-cloud connectivity (Microsoft Azure, AWS, Google) and compatibility with various IoT platform providers (such as PTC ThingWorx)

> ISO 27001 certification and EU MDR compliance for maximum software quality and security

MedTech Device > Secure Connect > IoT Platform > Digital Services ...

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Karl Storz SE & Co.KG: Digital remote maintenance of medical devices
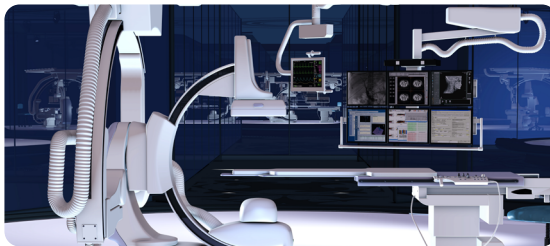
We are working on a project with Tuttlingen-based MedTech manufacturer Karl Storz and IoT platform provider PTC to accompany the journey from pure medical device manufacturer to provider of software-based products and services. On the one hand, remote services have been developed to ensure that tailored maintenance and updates are planned and carried out without disrupting day-to-day operations at hospitals and health centres. Secondly, targeted root cause analysis and a suitable solution can be initiated via remote diagnosis. Last but not least, hospitals and health centres will be able in future to activate or deactivate the appropriate functions for their devices through new digital services, allowing them to hone their processes even further towards better results in patient health.

Carl Zeiss Microscopy GmbH: Networking state-of-the-art microscopy technologies

In collaboration with leading microscope manufacturer Carl Zeiss, we have implemented a Remote Service Portal to increase the efficiency of support and service. Remote services are a key success factor with regard to the continuous improvement of service and support performance. Based on the IoT platform PTC ThingWorx, the portal enables easy, on-demand remote access to log files, the collection of device parameters as well as analysis and interpretation of these parameters across various system and microscope types in all Zeiss research facilities and laboratories worldwide. Networking has made it possible to achieve faster troubleshooting, predictable and predictive maintenance and greater customer satisfaction.

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