Ascom RemoteWatch™

Remote Monitoring Boosts
Reliability for Mission Critical
Clinical Technologies

Ascom RemoteWatch™ gives customers a 24x7 remote monitoring solution for proactive oversight of the Ascom Healthcare Platform and other vendors' connected devices. This comprehensive and unmatched service notifies you of problems, or even potential problems, before you become aware.

It's peace of mind for IT and nurses – so your Ascom solution can do what it does best, helping you provide exceptional patient care.

Ascom RemoteWatch™ helps you meet your five 9s uptime goal. This lightweight application runs on Ascom's Unite Platform Servers and provides health status information to Ascom Customer Care. No Protected Health Information (PHI) or Personal Identifiable Information (PII) data is transmitted via this remote monitoring service, located in the US. Ascom Customer Care proactivity notifies you of any issues, eliminating the need for your staff to constantly watch a dashboard. Let us do the work for you.

Flexible and configurable to monitor:

- Server level monitoring of resources

- Service level monitoring of all Ascom software installed on your network

- Proprietary alarm level monitoring of the Ascom solution

- Real-time updates of install base information

> **Ascom RemoteWatch™ gives clinicians extra confidence in the Ascom Healthcare Platform solutions and connected technologies that they rely on to provide patient care. It can help prevent patient alarm issues by detecting when there are potential interruptions to clinical workflows.**

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Key Features

Benefits

Monitor the health of your customer's servers/environment

    CPU, RAM, disk space, certificates, etc.

Monitor the health of the entire Ascom Healthcare Platform

    Unite, Telligence, third party integrations, mobile devices, and Medical Device Integration

Monitor Ascom alarms and responses from end points

    Detect potential issues with alarm delivery and response, including third party systems

Access to all Ascom data in SQL Server

Software based solution, no Ascom hardware requirements

Access to Ascom product and license information for install base support

24 x 7 continuous monitoring and response from Ascom Customer Care

    Integrated into existing systems and processes for proactive problem solving

Lightweight Application

    The software's small footprint does not require any substantial server resources

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Flat Pricing

Ascom offers Ascom RemoteWatch™ licensing on a "per facility" basis, meaning each facility or location monitored will require a license. The license is priced at $9,600 per year, with a minimum one year contract and offers multisite discounts. Ascom requires a customer to have a long term software maintenance agreement to be eligible for this service.

To learn more about Ascom RemoteWatch™ contact ascommarketing@ascom.com.

Customers can purchase Ascom RemoteWatch™ through Ascom's network of channel partners or Ascom sales representatives.

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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's global headquarters is in Switzerland with its North American office in Research Triangle Park, North Carolina. The company operates businesses in 18 countries and employs approximately 1,300 professionals worldwide. Visit www.ascom.us and follow @AscomAmericas on X and Ascom Americas on LinkedIn and YouTube for news.