

YOUR CONNECTION TO REMOTE SERVICES.

CARESTREAM Smart Link remote technology creates a powerful bridge between your Carestream solutions and Carestream's Customer Success Network. Secure Internet access to expert, global support will maximize your resources and enhance the performance of your CR, DR, laser imager and Vue solutions.

It's just one more Smart Service from Carestream, dependable and configurable to your needs so you can focus on what's most important – your commitment to quality patient care.



ENHANCED PRODUCTIVITY.



ADVANTAGES FOR YOUR IMAGING DEPARTMENT.

Maximize Your System Availability and Uptime

Every minute of imaging system downtime chips away from your facility's productivity and quality of patient care. So you need to know that performance issues will be recognized and resolved rapidly.

- **Proactive System Monitoring**

Smart Link's real-time monitoring gives you peace of mind. We are continually on the lookout for unforeseen issues that could result in costly downtime. A dashboard view of system status and issue alerts is visible to your Carestream Customer Support Specialists, allowing them to take immediate action to keep your system running at peak performance.

- **Faster Resolutions**

With the advanced diagnostic information that Smart Link provides your Carestream Customer Support Specialist, many service requests can be resolved remotely and rapidly. If an onsite repair is necessary, a Carestream Customer Service Engineer will be better equipped to resolve it quickly – arriving with advanced and in-depth diagnostic knowledge of the issue and the right parts and tools to resolve it.

Support You Can Depend On

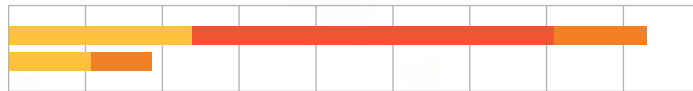
Ensuring optimal system performance requires fast access to the right person, with the right knowledge, at the right time. With Smart Link's remote connectivity, your service request will be immediately addressed by an experienced Carestream Customer Support Specialist. This individual will either resolve your issue remotely, or enlist the best expert from your Customer Success Network – to get you back up and running quickly.

Keep Your System Up-to-Date

Superior patient care requires state-of-the-art technology – but keeping track of and installing ongoing updates can be a time-consuming hassle. With Smart Link, staying current couldn't be easier. Many upgrades are delivered over our secure Internet connection, so you get them fast and conveniently, with no need to wait for a Customer Service Engineer to arrive onsite. Even in situations when Carestream installation is required, pre-stage downloads accelerate the process.

Relative Resolution Time

Onsite resolution without Smart Link



With Smart Link remote resolution

■ Technical Phone Support and Diagnosis ■ Onsite Arrival ■ Corrective Actions



Smart Link is designed with the highest data security and quality patient care in mind – ensuring satisfaction for both your IT department and imaging technicians.

ADVANTAGES FOR YOUR IT DEPARTMENT.

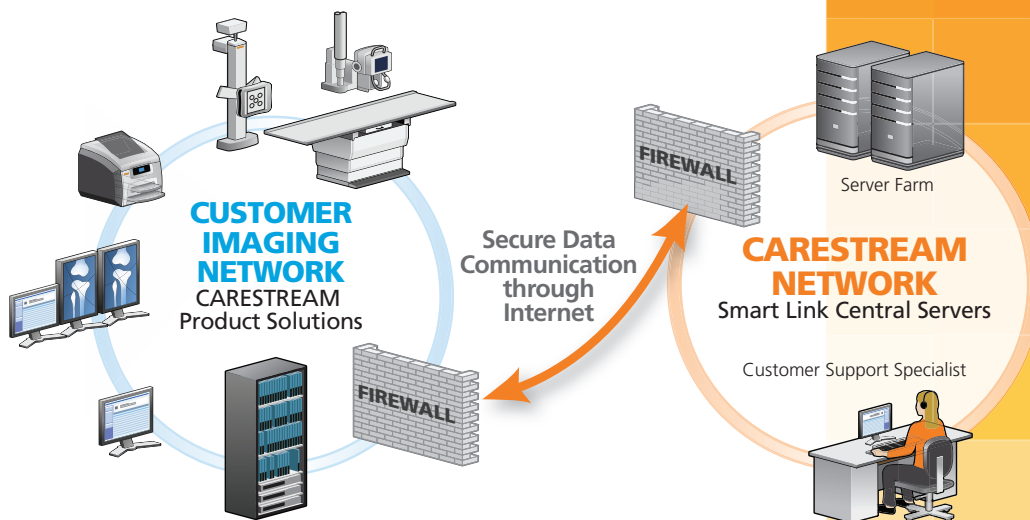
Control Your Information Technology Support Costs

Healthcare facilities today operate at an intense level of speed. And when service is needed, choosing the right resources to resolve your issue can be difficult. Make the wrong choice, and both time and money are wasted. With Smart Link, your Carestream Customer Support Specialist will have advanced diagnostic information and can determine if you should turn to your IT department. The results? You will be back up and running faster, while unnecessary IT costs are eliminated.

Choose the Best Connection for Your Facility

There are multiple options for securely and remotely connecting your CARESTREAM CR, DR, laser imager and Vue solutions. You select the option that best fits your network and security infrastructure or policies.

- **CARESTREAM Secure Remote Service Access (SRSA)** provides a secure connection to the Smart Link central servers through the Internet, using your compatible VPN device or a Carestream-supplied SSL or IPSec VPN appliance. This hardware-based VPN solution provides the flexibility to support a variety of network configurations, while providing a central point of access to your imaging network. Plus, it doesn't require your Carestream product solutions to have an Internet connection.
- **CARESTREAM Remote Management Services (RMS)** utilizes the Internet and creates a direct connection, from your Carestream product solution to the Smart Link central servers. Connecting is simple, no hardware is required. As secure as SRSA, communication is initiated from software embedded in your Carestream product solution and can only connect to the Smart Link central servers. All communications are made through a secure and encrypted tunnel using SSL, multi-level authentication, role-based authorization and digital certificates, in a public key infrastructure.



Carestream Health, Inc., participates in the Safe Harbor program and adheres to the Safe Harbor Principles developed by the U.S. Department of Commerce and the European Union for data protection. (For more information about the Safe Harbor program, please visit the U.S. Department of Commerce's Safe Harbor website: <http://export.gov/safeharbor/>)

SAFEGUARD YOUR PATIENT PRIVACY AND NETWORK SECURITY.

We understand that regional and data privacy laws (e.g. HIPAA), patient privacy, and network security are real and serious issues in today's healthcare environment. Smart Link can support you in these areas. To maintain secure data communications between our Smart Link Central Servers and your Carestream product solutions, we employ globally accepted Internet security protocols. Only trained and properly credentialed Carestream Customer Support Specialists are permitted access to your systems. And, we put you in control: you specify the security and access levels for your devices, and most service sessions do not require any sharing of personal data or images. An audit trail of system access and activity is maintained, and the latest, most advanced virus protection is always in place.

A COMMUNITY OF SERVICE AND SUPPORT.

Putting Our Customer Success Network to Work for You

When you partner with Carestream, you put yourself at the center of an extensive and experienced support network – one that is passionately focused on your success. You'll have easy access to a global team of exceptional experts through a Single Point of Entry. For each situation, that contact will rally together the right team to address your needs, drawing from the industry's most complete and most talented group of technical specialists. You and your patients will benefit from the advantages and best practices only Carestream can deliver, based on thousands of customer engagements worldwide and our 100-year heritage in medical imaging innovation. It's a community of service and support, configurable to your needs, that's always here for you.



A COMPLETE PORTFOLIO OF SMART SERVICES.

CARESTREAM Smart Link is just one option in our full spectrum of Smart Services delivered by your Customer Success Network. From the first handshake to the last image managed, we work to continuously improve your imaging performance, helping you to innovate as needs change and make the most of your budget and resources.



Smart Planning

To get you up and running and plan for your future



Smart Support

To maintain your system and help you if it is down



Smart Staff

To get the most from your system and staff



Smart Options

To maximize your potential and minimize your costs



carestream.com

