BRiCare™

Remote Support: We take care of your instrument, while you focus on your business
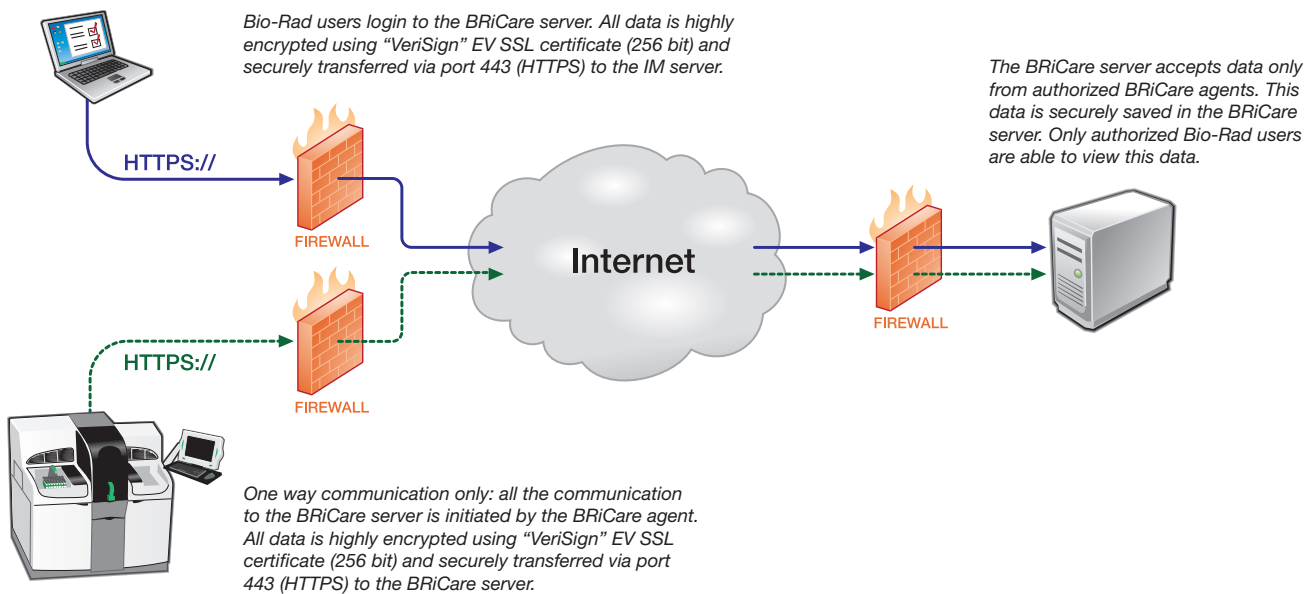
BIO·RAD

System Description

BRiCare™ is Bio-Rad's instrument monitoring application for the highest level of remote service and support. With BRiCare™, Bio-Rad can rapidly troubleshoot and solve problems, and can proactively identify developing problems before they occur. BRiCare™ increases instrument availability and reduces response time to customer calls. Software configuration problems can be solved immediately in remote sessions, and most other problems can be analyzed remotely so that they are solved on the first visit.

The Concept

BRiCare™ provides two powerful tools for state-of-the-art instrument support:

Continuous Monitoring of the Instrument's Computer

The BRiCare™ applet that is installed on the instrument computer periodically collects instrument and operating system data. No patient data is collected. The collected data is securely sent to the central BRiCare™ server for use by authorized Bio-Rad personnel. Data can be sent without interfering with the normal laboratory workflow and without operator intervention.

Bio-Rad users login to the BRiCare server. All data is highly encrypted using "VeriSign" EV SSL certificate (256 bit) and securely transferred via port 443 (HTTPS) to the IM server.

The BRiCare server accepts data only from authorized BRiCare agents. This data is securely saved in the BRiCare server. Only authorized Bio-Rad users are able to view this data.

HTTPS://

FIREWALL

Internet

FIREWALL

HTTPS://

FIREWALL

One way communication only: all the communication to the BRiCare server is initiated by the BRiCare agent. All data is highly encrypted using "VeriSign" EV SSL certificate (256 bit) and securely transferred via port 443 (HTTPS) to the BRiCare server.

Remote Sessions with the Instrument Computer

With customer approval, authorized Bio-Rad support personnel can view and take control of the instrument computer. This can be used for troubleshooting, software configuration, or for introducing the customer to new or infrequently used features. Bio-Rad support can also ask the operator to navigate to a software or computer screen of interest. With customer approval, the support person can see a screen shot of just this screen, without taking control of the system.
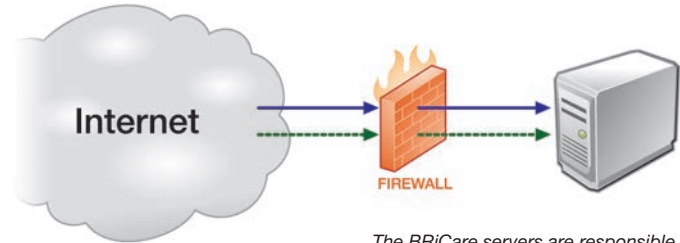

The BRiCare servers are responsible for establishing a "proxy" connection between the instrument and Bio-Rad's user. There is no direct connection to the BRiCare applet.

Network Security and Patient Privacy

All BRiCare™ functionality is achieved with a high level of internet security that meets the CLSI standard Remote Access to Clinical Laboratory Diagnostic Devices via the Internet; Approved Standard (CLSI document AUTO9-A, Vol. 26, No.11).

The HIPAA (Health Insurance Portability and Accountability Act) standard is met since patient identified data is never transmitted for remote monitoring. The laboratory has full control over the information seen by Bio-Rad personnel during remote sessions, since the Bio-Rad operator requires approval for remote access.

- All data transmissions are highly encrypted.
- Uses "VeriSign" Secure Site Pro with Extended Validation SSL certificate.
- Does not contain or transmit any identifiable patient result or data.
- The communication between the agent and the server is only in one direction (initiated by the agent to the server). There is no direct connection to the agent in any way.
- Uses digital code signatures (secured coding).
- Full authentication and authorization.
- Uses only internet security industry standard HTTPS (443) port.
- Customer can disable the monitoring activities at any time.
- Remote control has to be approved by the customer (optional).
- Full audit log of the monitoring and remote activities.
- Meets CLSI industry security standard for remote connection in labs.
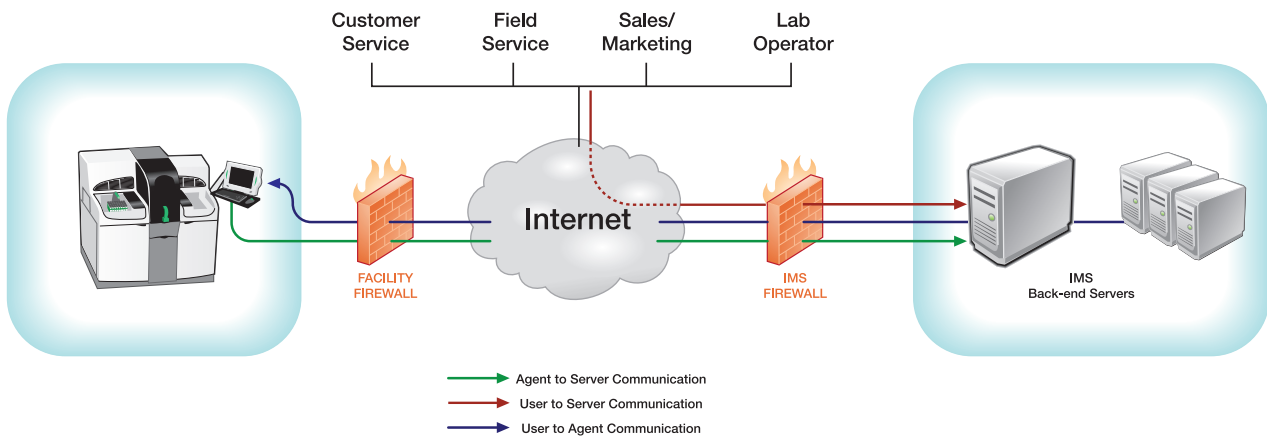
In conclusion, BRiCare is a reliable application which uses the most advanced tools to ensure the security of data that is transferred online:

- Antivirus and Firewalls
- Secure Socket Layer communication method SSL
- "VeriSign" Extended Validation Certificate
- Meets CLSI AUTO9-A, Vol. 26, No.11

- Complies with HIPAA requirement for not collecting or remotely monitoring patient identified data
- Security stamp given by a well-known external consultant

Ordering Information

Catalog No	Description
2000050	BRiCare™ Software

The software does not physically exist in inventory. There is no need to order the software since the installation can be downloaded from the web site. The purpose of this part number is to allow support organizations to record that BRiCare™ was installed at a particular customer site.

Specifications

Minimum computer requirements for BRiCare™ applet installation:

Memory ....256 MB or higher*
Disk Drive ....500 MB free*
Browser .... Internet Explorer 7.0 or 8.0 (Compatibility mode)
Operating System .... Windows 7 Professional, 32-bit or 64-bit, UAC Off or On

Windows XP Professional, with Service Pack 2 or higher
Windows 2000 Professional with Service Pack 4.
Windows NT is not supported for BRiCare 1.6 and higher applet versions.
To install BRiCare applet on Windows NT 4.0 with Service Pack 6a
and High Encryption Pack, please download a previous applet version.

Bandwidth ....Download: less than 20 MB a day; Upload: up to 100 MB a day (200Kb-100MB a day)

* For applet with multiple instruments, 1 GB of memory and 1 GB of free disk space are required.

Computer requirements for using the BRiCare™ website:

Browser ....Internet Explorer 7.0/8.0 Compatibility mode
(other browsers maybe supported but not fully compatible)
Operating System .... Windows XP with SP2 or higher

BIO·RAD **Bio-Rad Laboratories**

For further information, please contact the Bio-Rad office nearest you or visit our website at www.bio-rad.com