



What Could Your Team Do With More Uptime?



VirtualCARE® Remote Support is a 24/7 managed service connected to your Bayer hardware and software through a secure cloud-based platform.

With proactive monitoring and expedited diagnostics, VirtualCARE enables Bayer service engineers to reduce the time required to identify and resolve problems, and to increase the frequency of first time repairs.

Maximised uptime. Always secure.

- › Proactively monitor your system status to anticipate potential issues and maximise uptime*
- › Remotely report injector diagnostics to expedite any required maintenance, most often into a single visit
- › Seamlessly deliver security updates remotely
- › Designed to industry standards for data privacy and cybersecurity for implementation in any hospital

*ExtendedCARE or DirectCARE® level of service is required to receive VirtualCARE® Auto-Alert Entitlement.

VirtualCARE®
Remote Support

Comprehensively Secure

VirtualCARE is certified to healthcare industry standards (ISO/IEC 27001:2005) for data privacy and cybersecurity, and supported with continuous risk monitoring and mitigation from Bayer cybersecurity professionals.



Hospital network

VirtualCARE



Access to Bayer products only, not customer networks



Rigorous user access controls with **two-factor authentication**



End-to-end data encryption



Comprehensive audit logging



No processing of patient health information*



Powered by PTC ThingWorx, an industry-leading IoT platform

*Except as noted in documentation for Radimetrics®

Supported IT Review Pathway

A dedicated Bayer technology team facilitates planning, approval, and implementation with hospital IT leads.

Establish IT Contact



Review Security Whitepaper



Peer-to-Peer IT Consultation



Greenlight and Implementation Planning

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PP-M-CEN-AU-0044-1

Date of preparation April 2022