Frequently asked questions

Unity Remote Services

Unity™ Remote Services increases troubleshooting efficiency, improves uptime, provides additional functionality, and captures instrument operating telemetry.

Unity Remote Services allows Technical Support personnel to proactively respond and remotely detect and diagnose instrument related performance issues.

The system utilizes a proprietary software application that provides instrument performance data on a periodic basis to a secure, centrally located server and database.

Features

- Decrease troubleshooting and diagnostics times

- Decrease resolution and fix times

- Proactive problem detection

- Automated failure notifications

- Decrease call center routing

- Increase first time fix rate

- Decrease on phone customer "interaction" time

- Desktop sharing and collaborative problem resolution

- Manage software/firmware version control

- Monitor instrument related diagnostic log files

- Reduce no problem found calls

- Confirm the problem remotely

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Frequently asked questions

Will anyone be able to access sample data, methods being run or analysis data?

Unity Remote Services only monitors instrument performance functions, not sample data. If desired, a "Remote Access Desktop sharing session" with Technical Support may be established. During a desktop sharing session the transactions, files accessed, and steps performed by the support person are visible on the customer's PC.

Will Unity Remote Services provide virus protection?

Unity Remote Services works with most commercially available antivirus and firewall software that customers may already have in place. Because Unity Remote Services does not allow outside tracking, any exposure to viruses or tracking is minimal.

Which PC operating systems is Unity Remote Services compatible with?

Unity Remote Services operates in either a Microsoft® Windows® 7 or Windows 10 environment.

How secure is the data flow via the Internet?

Communication between the Unity Remote Services agent and the Unity Remote Services servers is encrypted using 128-bit SSL encryption. This makes it virtually impossible for anyone to intercept and read the contents of the transmitted data packets. It also ensures that each message is received without any changes or error during transmission. Transmitted data packets average 65 kilobytes.

What if I don't want Unity Remote Services enabled on my instrument?

A Unity™ Labs Services field service engineer will disable the Unity Remote Services agent or instruct the customer how to, at the customer's request.

How is Unity Remote Services enabled on my instrument?

The Unity Remote Services agent is available through either a download from a secure Unity Labs Services website, or is included on the installation cds/dvds provided with the instrument when it is delivered to the customer's lab.

How much hard drive space will the Unity Remote Services agent take up on the client side PC?

50 to 75 megabytes.

Security highlights

- Patented, Firewall-Friendly™ communications technology

- No changes required to IT and security infrastructures

- End-customer control to enforce business policies using "Policy server Application"

- HTTPS, PKI, and up to 256-bit AES encryption data protection

- ISO 27001 certified SSAE 16 SOC2 audited, field-proven on-demand centers

Unity Remote Services technology provider, Axeda, has been audited and is ISO 27001 certified. The audit process measures security risks, data storage compliance with industry accepted standards and end-to-end data transmission vulnerabilities.

Will Unity Remote Services cost anything?

Unity Remote Services is a value added feature and is included with Unity Lab Services "Critical Support", "Essential Support" Service Plans and during the instrument warranty period.

Will Unity Lab Services install Unity Remote Services on instruments without a support plan or warranty?

Not at this time. Unity Remote Services is an included feature of our Warranty, Unity Critical and Essential service plans.

Which service plans have Unity Remote Services included?

Unity Lab Services "Critical Support", "Essential Support" Service Plans, and the instrument warranty.

What will Unity Lab Services do with the data they collect from the Unity Remote Services agent?

The data will be used to improve the quality of our systems through failure analysis and to improve our ability to accurately resolve instrument problems remotely through phone support. It will allow us to proactively schedule service visits and allow us to improve our Planned Maintenance programs by identifying parts that need to be replaced with greater frequency.

Unity Remote Services will allow us to provide an enhanced level of technical support and provide better information to field service engineers in advance to an onsite visit so that the time to repair an instrument may be reduced.

How does the Remote Access Desktop sharing session feature work?

A member of the Unity Lab Services technical or field support team initiates a request to "Start" a desktop sharing session, from the ServiceLink system and sends a "Connection Request" to the instrument.

Does Technical Support have to load software on my computers?

The technical support or field service engineer does not have to download software to the customer's computer; the Unity Remote Services agent enables desktop sharing. The technical support representative will initiate a remote session and a Query window will pop up on the customers PC. The customer can then Accept/Deny Incoming connection. At the end of the session, the customer or technical support can end the secure session and the remote access will be closed.

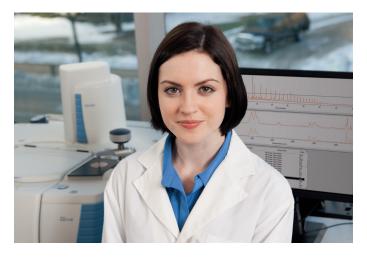## What if I want to know exactly what the engineer is looking at, or which files are accessed?

An audit log of all transactions performed, files accessed and the length of the session is available and can be provided upon request. Additionally, the "Policy Server" application maintains a log locally for those customers using it. During a desktop sharing session the transactions, files accessed, and steps performed by the support person are visible on the customer's PC.

Can customers have a log on to the Unity Remote Services system?

No direct access is available for the customer. Data dashboards can be developed and shared with the customer via emailed PDF documents.

If I don't have Unity Remote Services installed during the instrument installation, how can I get it installed?

- A field service engineer can install it and connect the instrument during the next scheduled service visit.
- We will provide the agent and the customer or their IT group can install it.

Does the IP address of the Unity Remote Services agent need to be visible on the Internet?

The IP address of the Unity Remote Services agent does not need to be visible from outside the local area network. If a Web browser can see the public Internet, then the agent will be able to communicate with the Unity Remote Services server. The Unity Remote Services agent also supports the use of a "Proxy Server" for additional security.

Will Unity Remote Services affect the network?

Communications between the Unity Remote Services agent and the Unity Remote Services server present minimal impact on network bandwidth—typically less than adding another workstation user with a Web browser. The Unity Remote Services agent only sends information periodically or when the equipment reports a problem. Communications are outbound, initiated by the instrument, and are unidirectional.

Does Unity Remote Services require a virtual private network (VPN)?

Communication through firewalls and proxy servers eliminates the cost and time needed for establishing a VPN between the equipment and the technical support team. A persistent connection is not required between the Unity Remote Services agent and the Unity Remote Services server.

What about proxy servers or firewalls?

Communication works through firewalls and proxy servers that allow HTTPS protocol on port 443 to pass through, and the port is configurable as needed. If the customer's IT organization uses a proxy server, the installation technician will need to know the settings and authentication requirements to set up and test the Unity Remote Services agent.

Does the Unity Remote Services agent have access to the local security domain?

Unity Remote Services runs on a stand-alone computer system or is imbedded in the instrument firmware or operating system, and does not have to log on to the local security domain to function. Security information is only needed to enable authenticated communication through certain types of proxy servers. In addition, the Unity Remote Services agent has to be installed by a user with admin user privileges to allow it to run as a service on the client side PC.

Is the Unity Remote Services agent an application?

Unity Remote Services agent runs in the background of the operating system as a "Windows Service", and can be disabled by accessing the services tab in the windows operating system.

Is Unity Remote Services using industry recognized security and communications protocols?

Unity Remote Services uses the following protocols to provide security and communications.

• Firewall-Friendly communications

• HTTPS, PKI, and 128-bit SSL encryption data protection

Does the Unity Remote Services agent need a fixed IP address?

The Unity Remote Services agent is compatible with DHCP, to automatically assign an IP address on the network.

Are there additional options for configuring or managing multiple agents installed in the lab?

An additional application called "Policy server" may be installed on the network, and it allows the IT organization to track, configure, and control the data and functionality that the Unity Remote Services agent is able to perform.

Find out more at **unitylabservices.com**

Austria
unity.at@thermofisher.com

Belgium
unity.bnl@thermofisher.com

Canada
unity.ca@thermofisher.com

Denmark
unity.dk@thermofisher.com

Finland
unity.fi@thermofisher.com

France
unity.fr@thermofisher.com

Germany
unity.de@thermofisher.com

Ireland
unity.ie@thermofisher.com

Italy
unity.it@thermofisher.com

Netherlands
unity.bnl@thermofisher.com

Norway
unity.no@thermofisher.com

Portugal
unity.pt@thermofisher.com

Spain
unity.es@thermofisher.com

Sweden
unity.se@thermofisher.com

Switzerland
unity.ch@thermofisher.com

UK
unity.uk@thermofisher.com

USA
unity.usa@thermofisher.com

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