



VILINK[®]

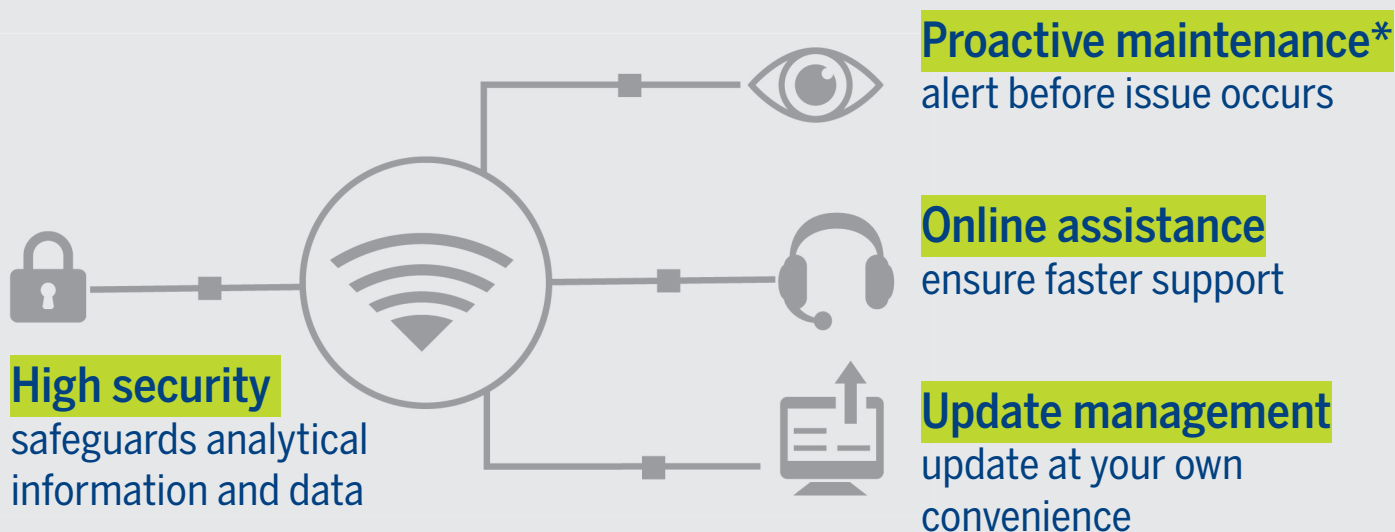
INTELLIGENT INSTRUMENT MANAGEMENT SYSTEM

Keeping your lab working



PIONEERING DIAGNOSTICS

VILINK[®], the safe, secure and fast way to keep your instruments up and running



ADOPTED WORLDWIDE...

Instrument uptime is critical to ensure uninterrupted testing and operations workflow.

With more than **7000 VILINK interventions per year**, the bioMérieux experts ensure that your instruments are continuously available and performing optimally through VILINK software, a remote access tool that supports:

- system troubleshooting and diagnosis
- on demand system updates, and predicts maintenance.

VILINK is embedded in your service contract **for no additional cost and it takes only a few minutes** to be installed remotely or on site.

Most customers already benefit from the safe, secure and fast VILINK remote support tool. **Why not join them?**

...following high security and data protection standards

Your analytical information and data security are extremely sensitive, which is why VILINK provides you **high level of externally validated security standards** (e.g. US HIPAA Federal law, EU GDPR): These laws require bioMérieux to take steps to ensure the confidentiality, integrity and availability of your personal data.

VILINK is 21 CFR part 11 compliant and respects the data integrity regulations with the authentication of the user and recording of the sessions. Remote access to your system via VILINK can only be granted by you.



Maintenance

4X FASTER

from notification to on-site resolution



3 MAIN BENEFITS



Ensure your operations workflow:

- Faster troubleshooting and turnaround time performed with minimal lab disruption: **80% of VILINK interventions are closed within 24hrs**
- Prevent issues before they emerge with proactive maintenance* (our experts can remotely check the health of your instrument)
- Remote access assistance at your convenience**



Increase your productivity:

- Increase Instrument uptime with **real-time VILINK support**
- Online training and instrument configuration available at your convenience**
- Faster instrument maintenance decision making

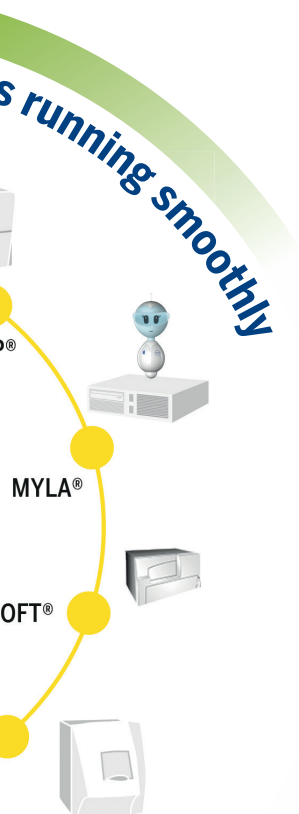


Optimize your instrument investment:

- **Up to 20% savings** on your service contract
- Latest system improvements at your fingertips (New knowledge bases and software/Firmware updates)
- **Anticipate maintenance needs and service budget allocation** with the proactive maintenance of your instrument*
- Faster troubleshooting for no additional cost (VILINK is included in your contract)

* Consult your local representative for availability

** Technical remote support availability depends on subscribed level contract and system type.





Interested in keeping your instrument up and running?



VILINK®: It's as easy as 1, 2, 3...

1

Contact your local bioMérieux representative

2

We'll set up the pre-installation consultation
between your IT experts and ours

3

We'll assist you remotely or during
scheduled maintenance to install VILINK

*That's it! In less than
20 minutes you're connected*

What VILINK users say

«In the event of any issues with my TEMPO system, VILINK allows us to **troubleshoot in real time** often resulting in **faster resolution**»

Gilda Storti
Quality Control Manager
Studio Summit S.R.l
Avellino, Italy

«VILINK allows **faster troubleshooting** and calibration assistance of my VITEK MS system remotely with **minimum lab disruption**»

Fabio Trinco
Quality Control Analyst
Patheon, by Thermo Fisher Scientific
Monza, Italy