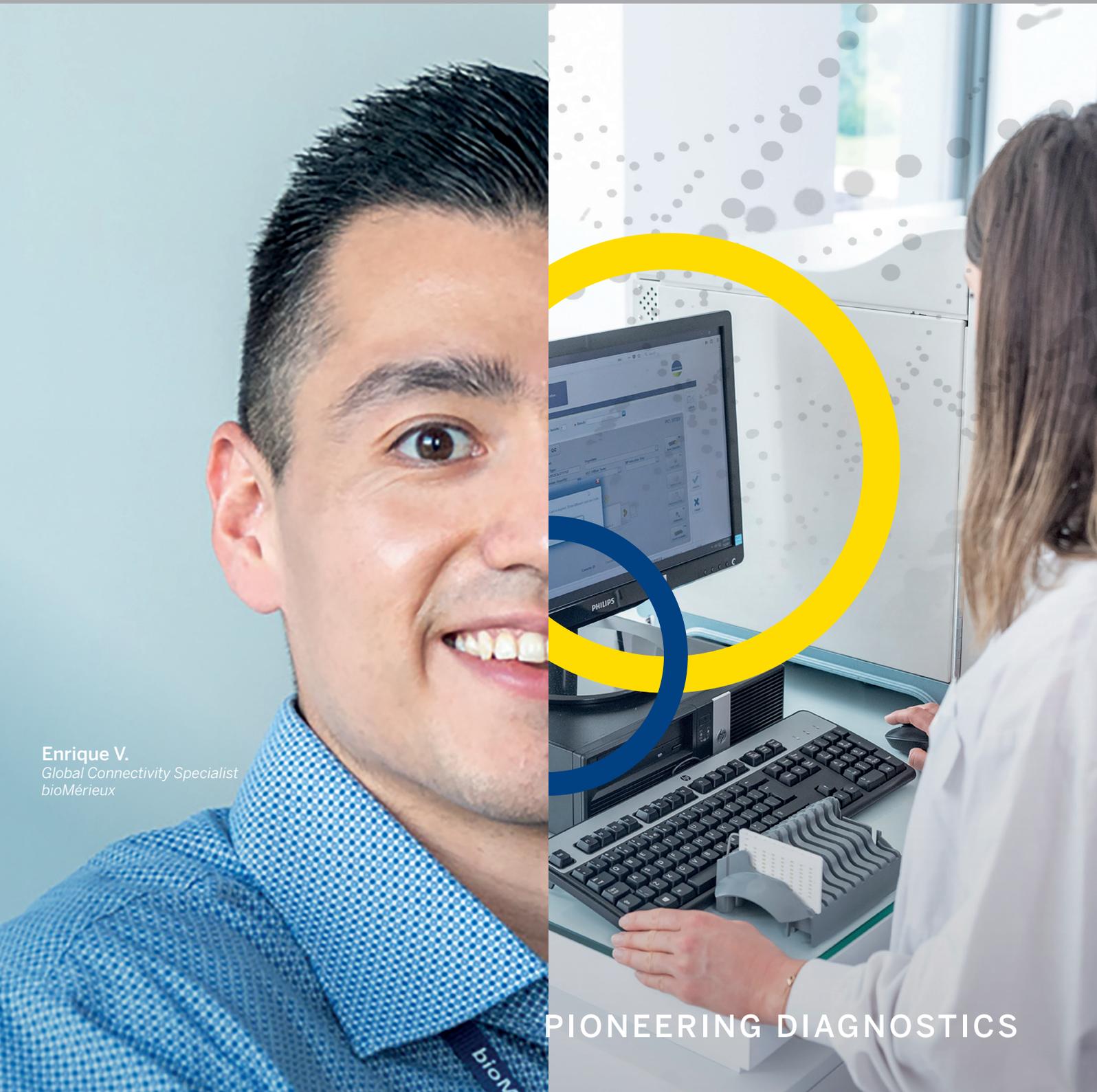




# VILINK<sup>®</sup>

Smart remote support solution

ENSURE THE CONTINUITY OF YOUR OPERATIONS



**Enrique V.**  
*Global Connectivity Specialist*  
bioMérieux

PIONEERING DIAGNOSTICS

Instrument uptime is critical to ensure continuous lab workflow.

VILINK® is a **smart remote support solution** that enables:

- System troubleshooting and diagnosis.
- On demand system updates, proactive maintenance and remote coaching.



## THE SAFE AND SECURE SOLUTION WITH MORE THAN 14,000 SYSTEMS CONNECTED WORLDWIDE

VILINK ensures **the protection and integrity of your sensitive data** by following the requirements of validated security standards:



Electronic acknowledgment, video audit trail, bioMérieux virtual private network, highly secured hosting are available for you to maintain **compliance** with standards and regulations settled by governments and agencies.



## THE MAIN BENEFITS OF ADOPTING VILINK®

**Ensure the continuity of your operations :**

- On-line assistance to rapidly diagnose and solve issues remotely with **minimal lab disruption**.
- On-line coaching on system usage and configuration **available at your convenience**.\*
- **Proactive maintenance** to increase instrument lifetime and uptime.\*\*
- On-demand or automatic software updates to benefit from the latest software/firmware versions for an **optimal performance of your instrument**.

\* Technical remote support availability depends on subscribed level contract and system type.  
\*\* Consult your local representative for availability



## THE FAST AND EASY WAY TO KEEP YOUR INSTRUMENTS UP AND RUNNING

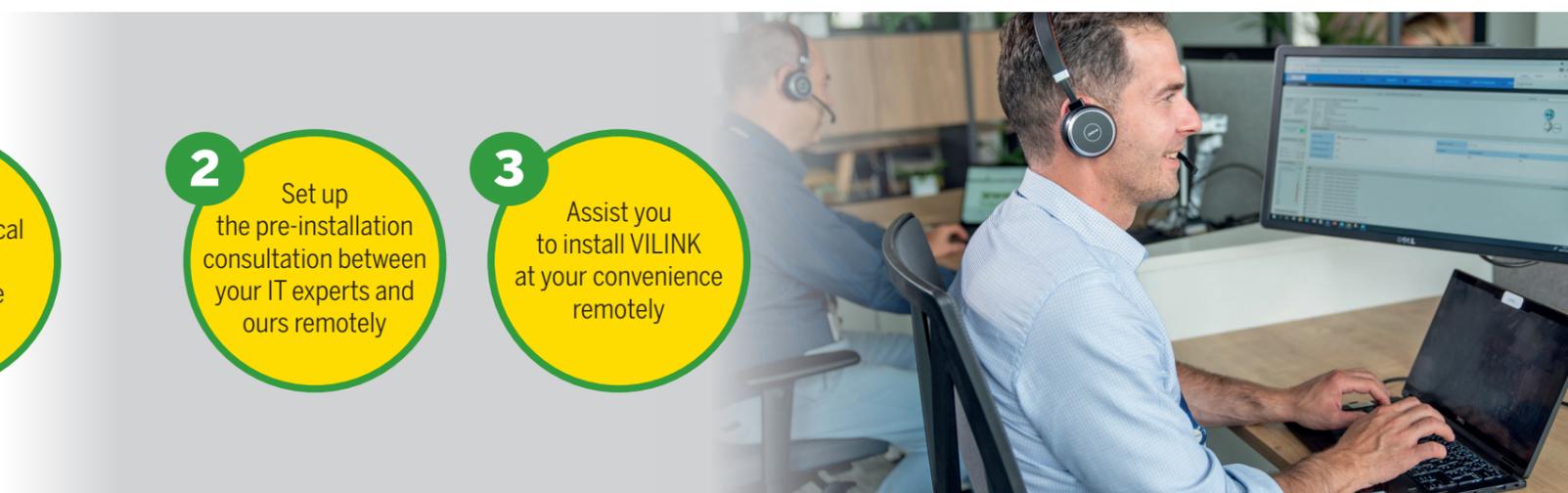
Get the benefits of VILINK in 3 simple steps free of charge\*

**1** Contact your local bioMérieux representative

**2** Set up the pre-installation consultation between your IT experts and ours remotely

**3** Assist you to install VILINK at your convenience remotely

\*VILINK is included in your service contract agreement



# 5X FASTER

compared to on-site resolution



**” Remote access (VILINK®) allows us to troubleshoot in real-time in most cases, with minimal interference to our laboratory workflow ”**

**Margarida Pinto**

Director of CHLC Group Microbiology Lab  
Lisbon, Portugal

**” After initial concerns regarding data security in relation to patient information, we had no problems at all. In fact, it helps in overall maintenance, and any issues which may affect optimal performance are detected, where even we may miss them. This definitely helps in system optimization ”**

**Dr. Michael Mawlong**

Consultant Microbiologist, Nazareth Hospital, Shilong, Meghalaya, India