



VILINK[®]

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:

**21 CFR
PART 11**



FDA



**EU
GDPR**

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 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

*VILINK is included in your service contract agreement



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

2

Remote set-up of pre-installation consultation between IT experts

3

VILINK remote installation assistance at any moment



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