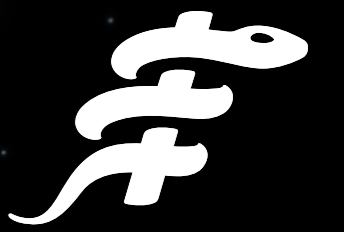# Creating seamless connectivity

Brainlab Connected Care

Maximizing utility

Brainlab Connected Care is a comprehensive IoT solution that digitally connects you, your Brainlab equipment and our Brainlab Service & Support experts in a secure, fast and effective way. Enabling us to deliver you the highest standard of service in the most economical way, Brainlab Connected Care is our core Service & Support technology and a key component of every Brainlab solution.

Maximize uptime

You'll get proactive service and fast troubleshooting, guaranteeing you maximum uptime.
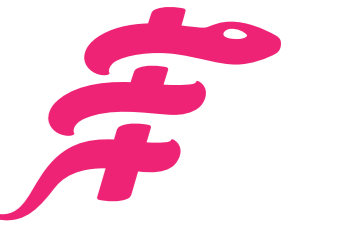
Stay efficient

Your system is always up-to-date and in top condition so your hospital processes run smoothly and efficiently.

Optimize clinical results

Access the right clinical knowledge at the right time with a secure way to communicate and share data.
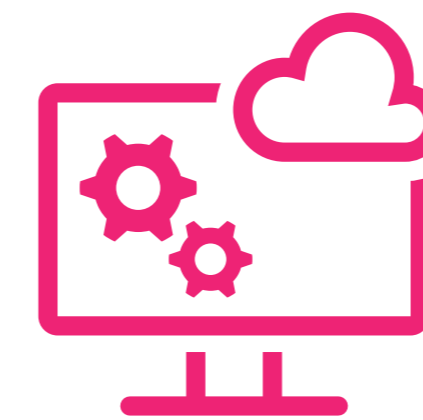
Brainlab Connected Care services

Virtual technical assistance

Our authorized experts can remotely detect, diagnose and solve technical problems with full transparency for you.

Virtual clinical assistance

Experts with specific clinical knowledge will assist you instantly with secure Brainlab Connected Care technology.

Software installations

Remotely installed software keeps your systems up-to-date, ensuring high functionality at your convenience and at no additional cost*
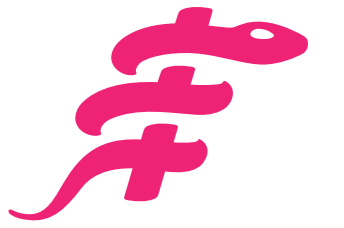
System monitoring

Monitoring of performance anomalies lets us proactively deliver service and immediately respond to your system needs.

* Entitlement to software upgrades and updates depend on your license agreement

What you can expect when integrating Brainlab Connected Care
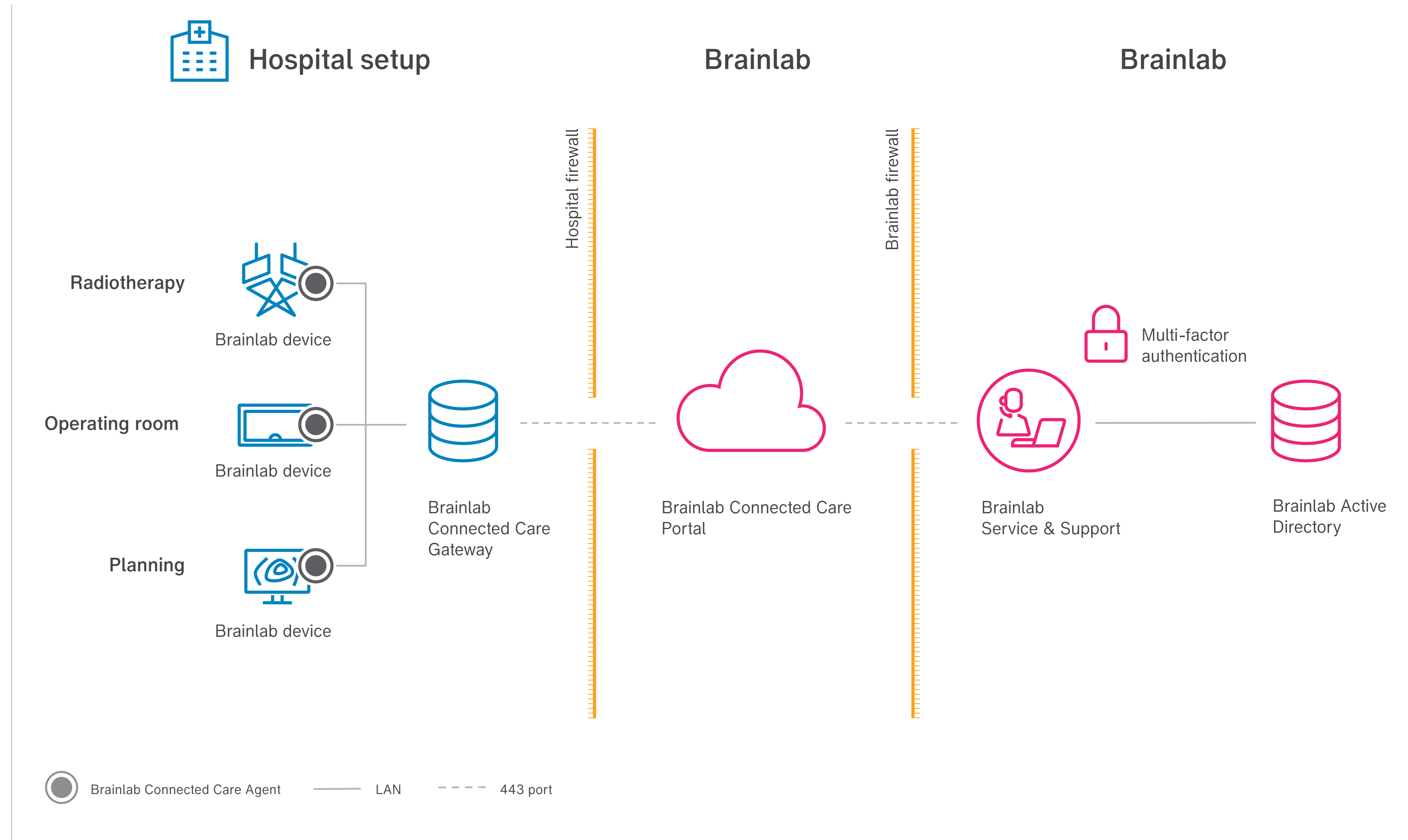
Industry leading technology

The technology behind Brainlab Connected Care is PTC ThingWorx hosted in Microsoft Azure cloud infrastructure, which is the leading technology in medical technology.
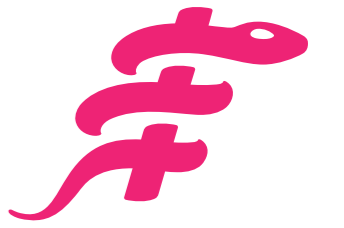
Security and data privacy

Brainlab Connected Care meets the highest security standards and is compliant with all relevant industry standards and regulations, such as GDPR and HIPAA.

Effortless setup

Brainlab Connected Care requires no implementation or maintenance effort and operates with the least possible disruption to your IT infrastructure while guaranteeing transparency.

Hospital setup

Brainlab

Brainlab

Hospital firewall

Brainlab firewall

Radiotherapy
Brainlab device

Operating room
Brainlab device

Planning
Brainlab device

Brainlab Connected Care Gateway

Brainlab Connected Care Portal

Multi-factor authentication

Brainlab Service & Support

Brainlab Active Directory

Brainlab Connected Care Agent — LAN - - - 443 port

Effortless implementation

Brainlab Connected Care can be implemented in less than 10 minutes and requires no maintenance by you, all while guaranteeing the highest standards of quality and security.

For more on technical details, fulfilled standards, regulations and certifications, please see our **Brainlab Connected Care Technical Information** document.

| 1. Installation | 2. Allow communication | 3. Your device is Brainlab Connected Care ready! |

There are two installation possibilities:

› Installation by Brainlab – Software is either preinstalled on the device or installation is done during system installation onsite.

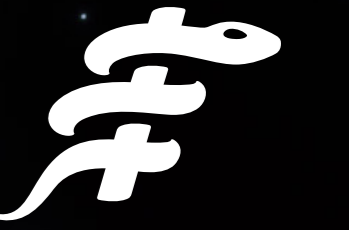› Installation by the customer – Brainlab will share the installation package with you.

Allow outbound communication on port 443 (HTTPS) on the device/gateway to:

1. Brainlab Connected Care Portal
   https://support.brainlab.com

2. Minimum two Global Access Servers (GAS) of your region

Still have questions? Please reach out to us.

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