



# Remote Support Services

Remote Support Services (RSS) is the BD enterprise-class solution offering remote management and support of BD products deployed at your clinical and research laboratory. RSS helps maximize system uptime by properly diagnosing instruments, reducing issue resolution time and optimizing field service visits. As a result, you may be able to increase your productivity and enhance operational efficiency.



**Remote assessment**



**Security compliance**



**Software management\***

Using industry-standard secure technologies, our team of BD customer service and field technicians works to provide you with quick and proactive support. We can serve thousands of BD products around the world to help provide support when and where customers need it most.



# Stay connected and secure

BD Remote Support Services can help resolve issues and restore service quickly in the event of technical issues.

## Our services:

### Remote assessment

*Address problems faster—securely*

By leveraging BD Remote Support Services software and its integration with Bomgar to remotely access your product configuration profiles, our customer support specialists can quickly gain visibility to your BD systems and resolve time-sensitive issues. If the issue cannot be corrected remotely, a field service technician will be dispatched to address the problem. Remote access is managed through Lightweight Directory Access Protocol (LDAP) authorization that enables reliable, secure and scalable user management.

### Security compliance

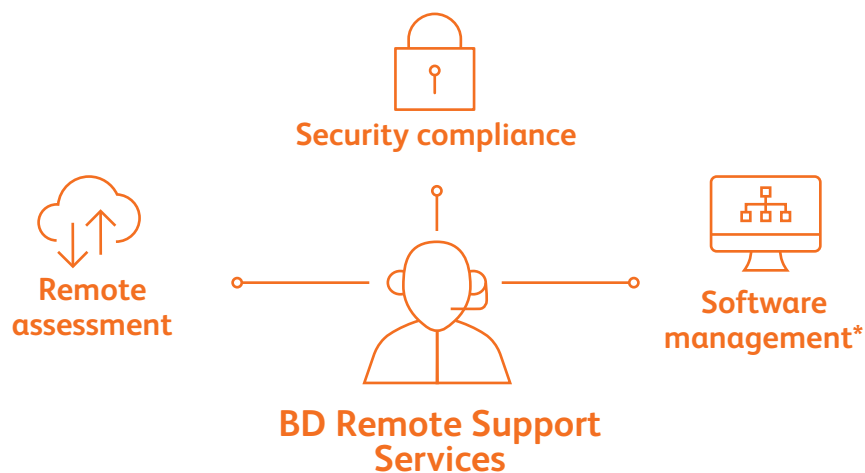
*Keep your information safe*

BD products play a critical role in our customers' clinical and research business operations and we know security is critical to your operational success. All data communications through RSS use SSL Advanced Encryption Standard technology to meet both HITECH and HIPAA ePHI guidelines. Through our annual Service Organization Control (SOC2) Type II Plus audit reports\*, BD provides customers visibility into the policies, procedures and processes that govern the use of data gathered from customer environments using the RSS utility, demonstrating a consistent commitment to protecting your information.

### Software management\*

*Stay on top of evolving security needs*

With the support of RSS, BD can help manage antivirus updates and Microsoft™ Windows™ patch compliance for select products, ensuring that the latest updates are tested and installed for applicable BD products within your healthcare system.



For more information, refer to the [BD Remote Support Services Product Security white paper](#) or contact your local BD representative.

\*Availability varies by platform; please contact your BD representative for more information.

BD Biosciences, 2350 Qume Drive, San Jose, CA 95131 USA 1.877.232.8995

BD Integrated Diagnostics Solutions, 7 Loveton Circle, Sparks, MD 21152 USA 1.800.638.8663

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