



## AGFA SRSS: SECURE REMOTE SERVICES FOR YOUR AGFA DIGITAL RADIOGRAPHY SYSTEMS

Fast and efficient remote support keeps uptime high while minimizing system administration overheads

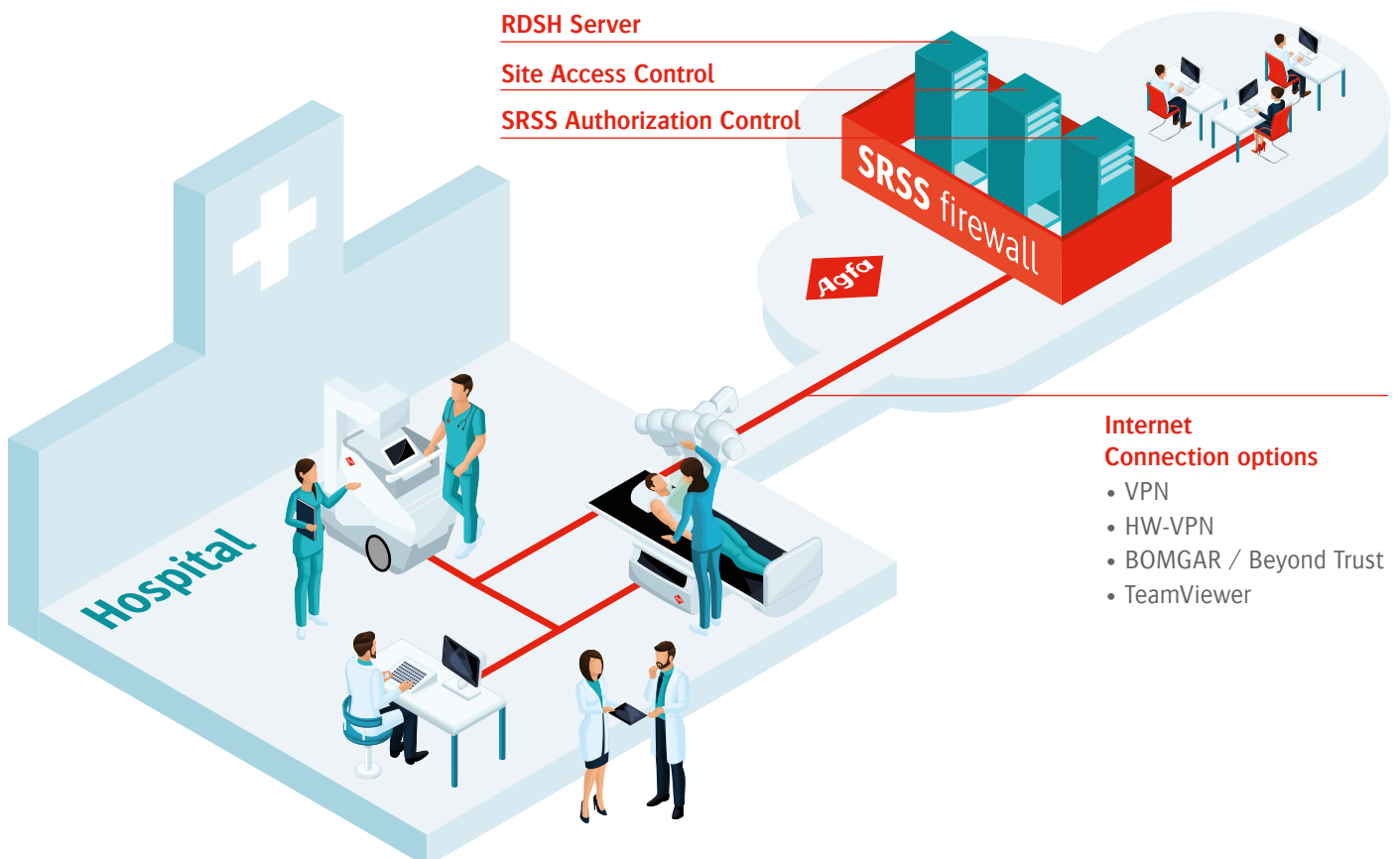


# RELIABILITY AND HIGH QUALITY,

## for clinical confidence

Agfa's Secure Remote Service System (SRSS) allows to securely access your digital radiography systems to support the device software across its lifecycle: Using SRSS enables secure remote support, with fewer disruptions and faster corrective actions. The solution will help to keep your Agfa systems running at top performance, while you reduce your hospital's system administration overheads and optimize patient throughput.

Agfa SRSS is only accessible to authorized employees. Access authorization controlled.



Agfa's SRSS solution controls who can communicate with which device at which site. It monitors and tracks all communication activities, audits and reports.

System uptime is the key to effective and reliable X-ray diagnoses, ensuring the consistent quality needed for clinical confidence. At Agfa, we aim to meet your performance expectations at all times,

via real-time diagnoses and corrective actions. In this way, we reduce system downtimes and even prevent issues before they occur, helping you to drive utilization and productivity.

#### **SRSS offers:**

- Remote diagnostics in real time
- Remote support: fast response and repair times
- Efficient software maintenance
- Full data security and access control

#### **So you enjoy:**

- Increased uptime
- Better system utilization
- Higher patient throughput
- Improved staff satisfaction

### **Diagnostics**

Agfa's SRSS automatically collects system relevant data, developing the capability for a dynamic perspective on your systems. If a problem is observed, a support engineer can run diagnostics and take corrective action to get you back to normal operations.

### **Remote support, for faster response**

When you have a request, our engineer can interact directly with your systems, using an existing B2B VPN connection between Agfa and you, or an SSL/TLS based connection using a BeyondTrust or a TeamViewer client running on the Agfa device (all supporting GDPR) and adhering to HIPAA as well as ISO 27001 certified. You can get remote support immediately and your request is handled more quickly.

### **Maximum network performance**

Most software servicing by SRSS involves the very brief transfer of small amounts of data, which takes only a few minutes, so you won't even see any impact on your network performance. Tasks that involve large data transfers, installing new software or service packs, and upgrading existing software usually take more time. SRSS gives you control over when these transfers take place, so you can schedule interventions – minimizing the impact on your network connection and reducing unplanned downtime.

### **Industry-accepted best practices for security and privacy**

User and connection security are critical for remote access services and tools. For maximum safety, we use technology that integrates industry-recognized best practices, such as demilitarized network design. You can choose B-2-B VPN, VPN, Bomgar or TeamViewer for instant remote support.



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### Security features of the infrastructure include:

- 256-bit AES encryption
- Two-factor authentication
- Brute force protection
- User & IP whitelisting
- Trusted device lists
- Enforced password reset

### SRSS fully adheres to the key international standards:

- HIPAA (Health Insurance Portability and Accountability Act 1996)
  - GDPR (General Data Protection Regulation)
  - ISO 27001 certified (IT-Security techniques and code of practice for information security management)
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Agfa SRSS uses the most up-to-date encryption methods to protect customer data from unauthorized access during transmission.

SRSS access control consists of two parts:

- **Approval flow via Agfa's User Administration Tool (UAT)**

Access to SRSS is controlled and requires the Agfa Line Manager, as well as an Agfa SRSS manager approval. Only then can a person gain access to your systems – and only based on that person's specific authorization.

- **Tripple-A access control embedded in SRSS**

We take the 'Triple-A' approach to preventing unauthorized access to data:

- **Authorization:** you can grant and control users' privileges: whether a one-time authorization, or a granular authorization for specific applications and networks.

- **Authentication:** SRSS verifies the identity of the person initiating the connection, checks that this person is entitled to this access, and verifies the password.

- **Accounting:** the network tracks users, collecting data such as user ID, reason for the service, etc.

[www.agfa.com](http://www.agfa.com)

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