Sysmex BeyondCare℠ Service Programs

Together for a better
healthcare journey

With our comprehensive BeyondCare Service, you can have ease of mind

Sysmex offers service programs and integrated solutions to enhance lab efficiency.

BeyondCare integrates every aspect of the laboratory experience into a program that gives you greater visibility into your systems, real-time data to create instantly actionable insights and single-point support throughout the entire solution life cycle. BeyondCare consists of a predictive versus reactive philosophy, evidence-based management and an actionable road map to continual improvement.

Sysmex Managed Calibration Program

(for XN™ and XN-L™ analyzers only):

Routine calibration of your analyzer is performed remotely by Sysmex technical specialists, saving non-productive analyzer time and ensuring you're always in compliance.

- Daily calibration verification in quality control (QC) is analyzed to ensure confidence in QC.
- Automatic notification to Sysmex Technical Assistance Center (TAC) if a service visit is needed.
- Sysmex will provide remote or on-site calibration every six months after initial installation of the equipment during the term of agreement.
- Calibration is performed by the customer with remote support from TAC.
- On-site calibration is performed by a Sysmex technical support service engineer.

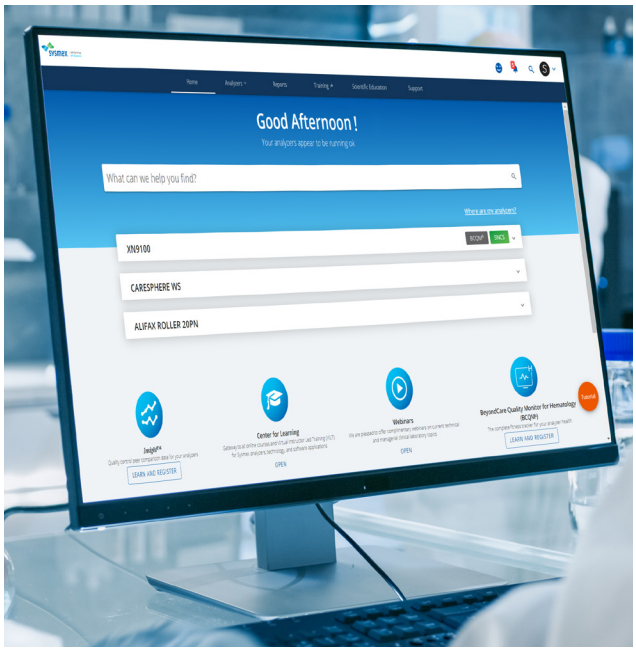
Sysmex Service Maintenance Program

Worry-free remote analyzer maintenance

The Sysmex Service Maintenance Program was created with the goal of keeping analyzers in the best possible condition. Utilizing Sysmex Network Communications System™ (SNCS), the Service Engineer (SE) may look inside the analyzer and use evidence-based maintenance principles to determine what service intervention is required to keep the system at optimal operation. SEs inspect the analyzer's overall condition every time they visit the site, not only when it's time for a yearly inspection.

Evidence-Based Maintenance

Evidence-Based Maintenance (EBM) is performed per the manufacturer's requirements or once every 12 months. EBM is an SNCS service methodology that includes service engineer visual inspections, analyzer cycle counts, time, access to historical databases such as ***Insight***™ and part replacement history to designate required service activities.



Customer Resource Center, including education modules that fulfill continuing education contact hours criteria featuring:

- e-Learning
- Webinars
- Virtual instructor-led training programs (VILT) record keeping

eSupply

Smart reagent inventory for smart labs

Sysmex eSupply utilizes predictive learning algorithms to proactively analyze and adjust inventory levels to your laboratory reagent usage patterns. eSupply can intelligently drive operational efficiencies across your supply chain by reducing reagent waste and limiting unnecessary shipping costs.

- Automatically creates orders, notifies and manages reagent inventory
- No more forgetting to place an order
- Always have the right reagent in stock

Sysmex Network Communications System™ (SNCS)

Real-time equipment error monitoring and diagnostics tool

Sysmex Network Communications System™ (SNCS) provides remote monitoring and support over a TLS encrypted connection. SNCS tools and services include proactive analyzer support, remote calibration verification, reagent inventory management, error monitoring and analyzer maintenance. The software also allows for user initiated, password-protected remote support sessions.

Insight™

- Sysmex's proprietary inter-laboratory quality assurance program
- On-demand and flexible reporting options
- Ability to manage QC
- Online QC records for up to two years
- Accessible 24/7 lot-to-date reporting

Sysmex BeyondCare℠ Quality Monitor

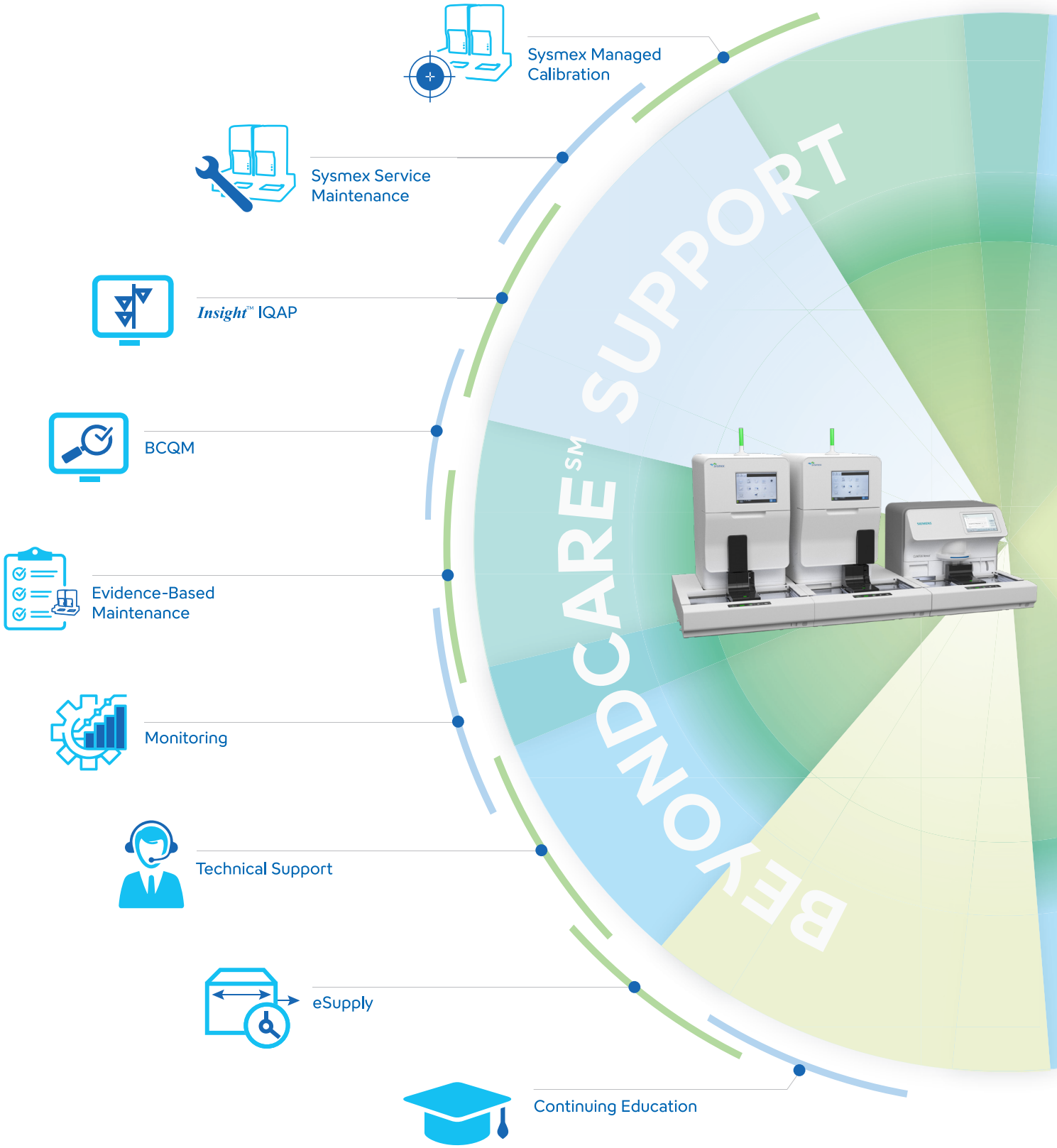
You run QC, we do the rest for hematology and urinalysis

- BeyondCare Quality Monitor is a one-of-a-kind, evidence-based quality control managment platform that keeps track of your analyzers' health and accuracy to enhance workflows
- Inspection-ready quality and calibration reports provide ease of mind during regulatory inspections
- Step-by-step standardized troubleshooting
- Customizable shift activity and QC statistical reports
- Notifications when QC needs to be performed or QC data exceeds acceptable limits
- Intuitive QC chart display with detailed results and interactive graphs

BeyondCare Guarantee (applicable solely to XN-Series™ and urinalysis analyzers):

During the term of the service contract, Sysmex will provide the following BeyondCare guarantee: if two or more XN-Series and urinalysis analyzers are determined by Sysmex to be "inoperable," Sysmex will use commercially reasonable efforts to respond after-hours at Sysmex's then prevailing normal business hour rate (or at no charge if under a BeyondCare or BeyondCare Plus Service Agreement); if qualifying conditions are met.

Tools and Technology that Optimize and Support Your Lab



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