

Remote services for the heroes leading the fight behind the scenes

Many of the associates here at Sysmex, myself included, came from the clinical laboratory community. We recognize you as champions on the front lines of healthcare today and we remain dedicated to supporting your efforts. Whether you have new or returning staff that require online training and continuing education, or you are short-staffed and need simplified QC monitoring and troubleshooting, we have the services you require to keep your laboratories running smoothly and efficiently. And many of our services – from software assistance to calibration verification – are performed through remote connectivity.

Remote services:

- Should you find yourself needing additional analyzer monitoring or service; the Sysmex Network Communications System (SNCS) provides fast, easy access to solutions at your fingertips; without the need for onsite services.
 - The Technical Assistance Center (TAC) and Sysmex Service Engineers (SEs) can remotely connect to your analyzer IPU to guide you through processes, change settings, Windows/software updates, QC review and troubleshooting
 - BeyondCare Quality Monitor for Hematology (BCQM^h) identifies issues with your QC which can automatically trigger TAC to investigate and resolve issues remotely
- Remote calibration/continuous calibration verification services
 - Sysmex will notify laboratories when instrument calibration verification is due and will work with the customer to determine if calibration adjustments are required
 - BCQM^h continuously verifies calibration of the XN-Series or XN-L Series analyzer every time QC is run

Remote learning and analyzer training providing certificates and CEUs:

- VILT (Virtual Instructor Led Training)
 - Live stream instrument and software training in your own lab conducted by the Sysmex Center for Learning instructors and studio team.
- E-Learning
 - Unlimited access, online learning that is self-paced and available 24-7.
 - Courses range from basic to administrative topics and are interactive with hands-on exercises and how-to videos.
- Webinars
 - Live and on-demand webinars covering a range of laboratory topics.

We remain focused on the important role you play in the bigger healthcare system. Your dedication to your patients deserves the admiration and gratitude of the entire world. You are heroes. Every day Sysmex is grateful for the work you do to provide healthcare for all and we will do our best to keep you up and running. That is our commitment to you.

Thank you and take care.



A handwritten signature in black ink, appearing to read 'Andy Hay'. The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Andy Hay
COO, Sysmex America, Inc.

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