

SENTINEL™

Remote Customer Support

Sentinel™ Remote Customer Support provides instant access to and communication between your imaging system and Hitachi's National Technical Support Center. This ensures the best possible system performance, uptime and patient care. Staffed by highly trained specialists, we can provide instant service support as well as clinical applications support, enabling us to identify problems quicker and find solutions faster — no matter where you are located.

WHAT IS SENTINEL?

Sentinel continuously monitors your key systems so it can detect problems and automatically notify Hitachi Customer Support to take action before your operation is affected.

In cases where an on-site visit is required, Sentinel provides data to centrally located national service experts who will work with the on-site engineer to get you back up and running quickly.

Sentinel also helps you with challenging clinical cases. You already have Hitachi's Customer Support Center personnel to assist you, but with Sentinel, Hitachi Clinical Applications Specialists can look at the same images you are looking at; they can see your set-up; they can even (with your permission) take the controls and help you as if they were right in the control room with you.



**Faster support solutions
with remote monitoring for
increased uptime**

Sentinel Benefits

- Maximum system uptime – No matter your location
- Majority of issues are resolved remotely or on first visit
- Optimal operational efficiency
- Access to highest-trained specialists in the industry

Sentinel Features

- 24/7 critical system monitoring for automatic detection of operational problems
- Immediate response nationwide by Hitachi-trained service engineers
- Daily MRI cryogen monitoring
- CT tube rotation measurement and monitoring
- Real-time data sharing with Hitachi Customer Support Team

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WHAT ABOUT SECURITY?

Since Sentinel works within your existing IT infrastructure, that means it requires minimal adjustments to your security settings and firewalls. Sentinel only talks when it starts the conversation and it won't talk to anybody but a single, secure Hitachi server at a single unique IP address. Sentinel simply will not accept any other connections.

WHAT ABOUT PATIENT PRIVACY?

Sentinel never sends patient data outside of your system. While images and image data can be accessed by Hitachi Customer Support (with your permission), patient demographic data is always anonymized first, and never visible remotely.

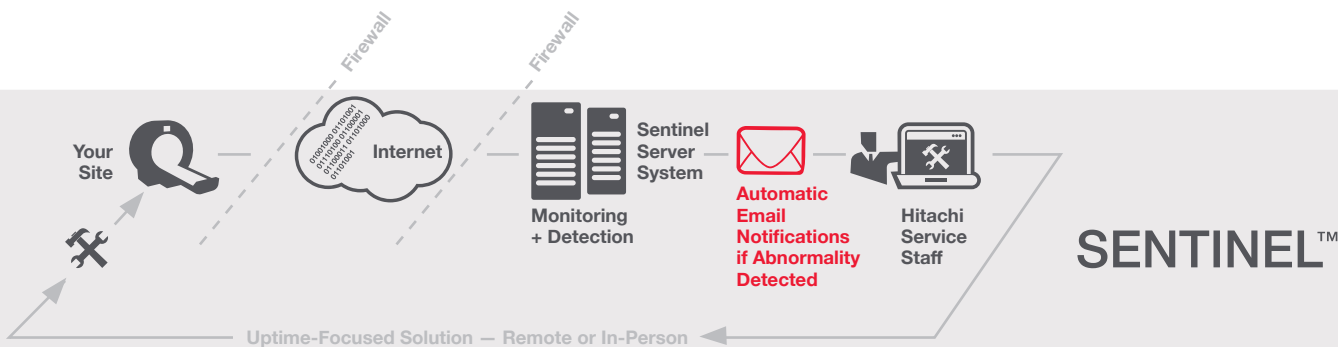
All Sentinel operations are subject to robust audit trails that simplify compliance with HIPAA requirements.

WHAT WILL MY IT PEOPLE WANT TO KNOW?

Sentinel operates in secure fashion from behind existing firewalls and through existing proxy servers. There is no need to make changes to the existing network infrastructure or established security procedures.

Sentinel does not use a VPN (Virtual Private Network).

Sentinel's extremely efficient protocol imparts virtually no impact on existing network traffic. Typical transmissions range from 0.5 to 3 KBs of data – more during brief periods in the case of image data transmission. All transmissions are encrypted using 128-bit or higher Secure Socket Layer (SSL) Protocol. Bi-directional digital certificates are also supported.



*Statements based on customers under warranty or full service contract (8am – 9pm) for Echelon Oval, Oasis, Echelon, Trillium Oval, Scenaria and Supria imaging systems.

Customer Support Services