



BRIcare Remote Support

We Take Care of your Instrument, while you Focus on your Business





System Description

BRICare is Bio-Rad's instrument monitoring application for the highest level of remote service and support.

With BRICare, Bio-Rad can rapidly troubleshoot and solve problems, and can proactively identify developing problems before they occur.

BRICare increases instrument availability and reduces response time to customer calls. Software configuration problems can be solved immediately in remote sessions, and most other problems can be analyzed remotely so that they are solved on the first visit.

The Concept

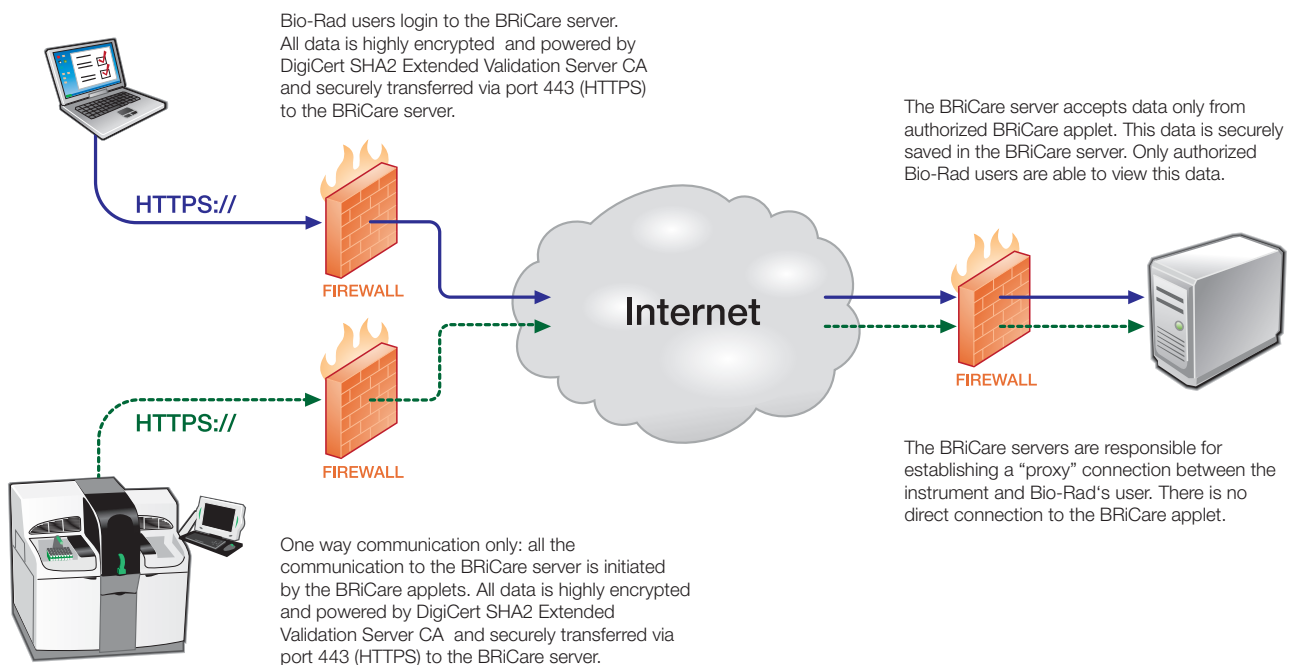
BRICare provides two powerful tools for state-of-the-art instrument support:

Continuous Monitoring of the Instrument's Computer

The BRICare applet that is installed on the instrument computer periodically collects instrument and operating system data. No patient data is collected. The collected data is securely sent to the central BRICare server for use by authorized Bio-Rad personnel. Data can be sent without interfering with the normal laboratory workflow and without operator intervention.

Remote Sessions with the Instrument Computer

With customer approval, authorized Bio-Rad support personnel can view and take control of the instrument computer. This can be used for troubleshooting, software configuration, or for introducing the customer to new or infrequently used features. Bio-Rad support can also ask the operator to navigate to a software or computer screen of interest. With customer approval, the support person can see a screen shot of just this screen, without taking control of the system.



Network Security and Patient Privacy

All BRiCare functionality is achieved with a high level of internet security that meets the CLSI standard Remote Access to Clinical Laboratory Diagnostic Devices via the Internet; Approved Standard (CLSI document AUTO9-A, Vol. 26, No.11).

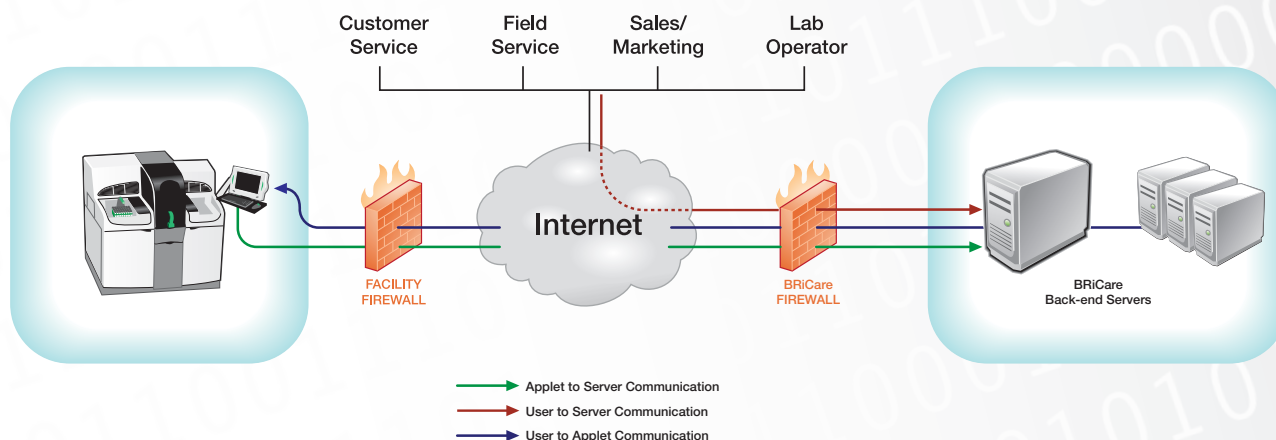
The Health Insurance Portability and Accountability Act of 1996 (HIPAA) specifies requirements for patient privacy and electronic data security in the United States. The General Data Protection Regulation (GDPR), (EU) 2016/679, is a European regulation on data protection and privacy.

Both HIPAA and GDPR standard are met since BRiCare never intentionally collects, transmits or stores any Confidential Medical Information (CMI) or patient data and collects only the minimum personal data necessary to support Bio-Rad products.

Access to BRiCare is limited to authorized users (Bio-Rad employees, or employees of authorized distributors of Bio-Rad products). Only specific designated users for each customer instrument/system can perform remote sessions.

More details regarding BRiCare compliance with HIPAA and GDPR can be found in the BRiCare Privacy Statement document.

- All data transmissions are highly encrypted
- Uses “DigiCert” Secure Site Pro with Extended Validation SSL certificate
- Does not contain or transmit any identifiable patient result or data
- The communication between the applet and the server is uni-directional - from the Instrument (applet) to the BRiCare servers. All communications are established and controlled by the Instrument (applet).
- Uses digital code signatures (secured coding)
- Full authentication and authorization
- Uses only internet security industry standard HTTPS (443) port
- Customer can disable the monitoring activities at any time
- Remote control has to be approved by the customer
- Full audit log of the monitoring and remote activities
- Meets CLSI industry security standard for remote connection in labs



In conclusion, BRiCare is a reliable application which uses the most advanced tools to ensure the security of data that is transferred online:

- Antivirus and Firewalls
- Secure Socket Layer communication method SSL
- “DigiCert” Extended Validation Certificate
- Meets CLSI AUTO9-A, Vol. 26, No.11
- Complies with HIPAA requirement for not collecting or remotely monitoring patient identified data
- Security stamp given by a well-known external consultant

Operating System Supported

Applet 2.1	Window 10 Professional, 32-bit or 64-bit, Windows 7 Professional, 32-bit or 64-bit,
Applet 1.8	Windows 7 Professional, 32-bit or 64-bit, Windows XP Embedded, with Service Pack 3

Specifications

Minimum Applet Installation Requirements:

Memory	1GB or higher
Disk Drive	Large Files instruments: 20GB and up free disk space All other instruments: 1GB and up
Browser	Internet Explorer 7.0 or 8.0 (Compatible mode)
Operating System	Windows 10, 32-bit or 64-bit, UAC Off or On Windows 7 Professional, 32-bit or 64-bit, UAC Off or On Windows XP Professional, with Service Pack 3 Operating systems that are supported with previous applet versions: Windows 2000 Professional with Service Pack 4 (not supported in BRiCare 1.8 and up).
Required SW products	Microsoft .NET Framework 2.0 *, .NET Framework 3.5**
Bandwidth	Download: less than 100 MB a day; Upload: average of 2 MB a day (value may vary according to instrument type)

* For applet 1.8 and up.

** For applet 2.1 and up.

Ordering Information

Catalog #	Description
2000050	BRiCare Software

The software does not physically exist in inventory. There is no need to order the software since the installation can be downloaded from the web site. The purpose of this part number is to allow support organizations to record that BRiCare was installed at a particular customer site.

Bio-Rad is a trademark of Bio-Rad Laboratories, Inc. in certain jurisdictions.



To access more information with your mobile phone:

<https://www.bricare.net/proactive/security/mobile/phone/index.html>

(only Chrome and Safari are supported for mobile devices)



To access more information with your tablet:
<https://www.bricare.net/proactive/security/mobile/tablet/index.html>

(only Chrome and Safari are supported for mobile devices)

BIO-RAD

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