BRiCare
Bio-Rad Remote Support Services

Frequently Asked Questions about BRiCare

What is BRiCare?

BRiCare is Bio-Rad Laboratories well established application that allows remote support of your instruments. Using secure technologies BRiCare constantly monitors the status of your systems and can respond proactively to keep them running at peak performance. Our Field Engineers and Application Specialists are available on-line to provide support to your lab so you can deliver optimum results.

How does BRiCare work?

A small software application that is installed on the instrument PC, periodically sends encrypted instrument data securely to our servers. The data is available to authorized Bio-Rad employees for monitoring and troubleshooting purposes.

What type of data is transmitted by BRiCare?

Protecting privacy and confidentiality of your data is our priority. Therefore BRiCare only collects instrument diagnostic data, typically including hardware status, component expiration date, software versions, error logs, instrument configuration settings, and other useful instrument metrics. BRiCare never collects sensitive data such as application results, Personal Identifiable Information (PII), patient results or patient data.

How is Bio-Rad employees' access to data controlled?

Only Bio-Rad employees or approved partners can access the BRiCare application through a strictly regulated and managed process. Connection to instruments is strictly limited to individuals with proper permissions, managed by regional administrators to ensure that only authorized individuals have access.

Does Bio-Rad provide the connection between the instruments and the BRiCare servers for data transmission?

No, BRiCare uses the secure https protocol to send encrypted instrument data to our servers. This is an internet connection through port 443 and it should be provided by the lab network.

Will I need to setup BRiCare myself?

No. Bio-Rad support personnel take care of BRiCare installation.

Can BRiCare activities interfere with my lab network security?

For BRiCare protecting your security is a must. Therefore BRiCare is compatible with all technologies currently protecting your lab network. Bio-Rad IT experts will discuss the BRiCare setup with your facility IT supervisors with respect to your security and protection strategies with no risk to your secure network.

Is the BRiCare application secure?

BRiCare is designed to include all available, state of the art secure technologies. Additional security layers such as firewall software or device can be provided where required.

Is there any proof that BRiCare is secure?

BRiCare uses Symantec (VeriSign's) secure EV SSL certificate that also provides daily malware scans to our servers. A monthly report is available indicating the level of security of our site. This VeriSign certificate is used to assess that Bio-Rad is the owner of the web application used by Bio-Rad employees to provide troubleshooting. Furthermore BRiCare infrastructure and code undergo annual external audits and penetration testing from a 3rd party company that issues a security certificate and report. Contact us to obtain more details on our security measures and certificates.

Can BRiCare activities interfere with the instruments' performance?

Not at all. The BRiCare small software application always runs at below normal priority level. Before release, each new applet is tested on instruments, during normal and stress condition to ensure it is safe for use with the specified instrument.

How can BRiCare prove useful to my lab?

- Many issues with instruments can be resolved remotely using BRiCare and in case a visit is still needed, the support personnel get enough information in advance to successfully fix the problem on the first visit.

- Support Specialists can help you design and maintain your methods and protocols remotely, reducing costs and times for these activities.

- Proactive monitoring features will reduce significantly unscheduled downtimes preventing problems before they occur.

- Remote training courses and refreshers on less used functions can easily be performed remotely.

Can you initiate a remote session without my permission?

No. BRiCare is configured to initiate a remote session only with your approval. Bio-Rad personnel are instructed to call you before each remote session to inform you about the incoming connection request. If you need Bio-Rad personnel to access your machines automatically, please contact us.

Can I or my IT track all connections to the instrument computer?

Yes. A full audit log of remote connections is saved on the computer on which BRiCare is installed. The log is available for audit at any time. Bio-Rad personnel can also print and send you a report for each remote session performed. Both track the supporter's name(s), time stamp(s) and duration of the support session(s).

What is proactive monitoring?

Proactive monitoring is the capability of BRiCare to use the logs and troubleshooting files from your instruments and analyze the data to make accurate predictions on possible future failures. These trigger notifications to Bio-Rad support teams to check and repair the instruments before a serious malfunction occurs.

What are the benefits of monitoring activities?

Since instrument and hardware readings are constantly transmitted to our servers, the support and service teams may discover problems even before the instrument experiences a serious fault.

Will Bio-Rad call me if a problem is detected on my instruments?

Yes. Thanks to proactive and predictive capabilities of BRiCare, selected and specific instrument parameters are checked and any deviation from normal behavior raises a flag to service personnel in order to plan interventions accordingly. Nonetheless, you should contact your local Bio-Rad service representative immediately if you notice hardware, software, or assay issues since not all errors can be controlled in a proactive or predictive way.

BRiCare is a trademark of Bio-Rad Laboratories in some jurisdictions.