



Get Connected!

# VirtualCARE<sup>®</sup> Remote Support

A Bayer in Radiology Service Uptime Essential



**VirtualCARE<sup>®</sup> Remote Support is designed to deliver secure, reliable remote connectivity and diagnostic services, with the goal of facilitating faster recovery to minimize downtime of your Bayer equipment and software.**

**When your Bayer device is remotely connected via VirtualCARE, you'll be back up and running faster:**

- Bayer service engineers will know which parts need to be replaced so that your equipment can be repaired in one trip
- System alerts can be monitored and addressed proactively\*
- Many software issues can be resolved remotely, often in minutes rather than hours or days
- Security patches can be delivered seamlessly

\*TechCARE™ Standard or DirectCARE® Standard level of service is required to receive VirtualCARE<sup>®</sup> Auto-Alert entitlement.

**VirtualCARE<sup>®</sup>**  
Remote Support

# At every step, Bayer is there with Services that deliver a lifetime of value

  
Innovative  
CT and MR  
Technology

  
Simplifying  
Integration

  
Warranty  
Protection  
and Flexible  
Service  
Agreements

  
Enhancing  
Performance

  
Teams of  
Solution Delivery  
Specialists

  
Maximizing  
Uptime

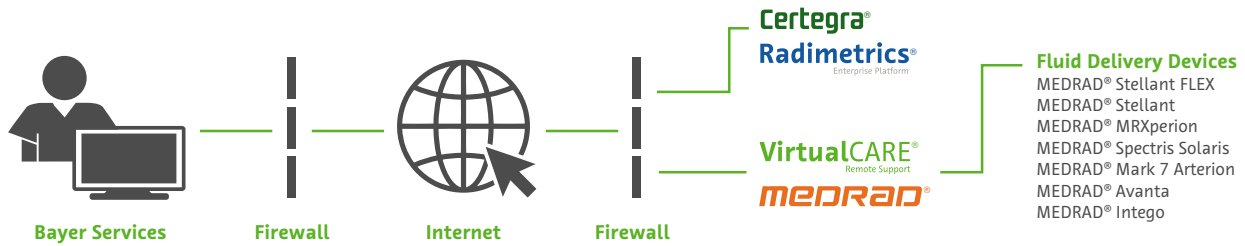
  
myRadiologySolutions  
Customer Portal

  
Device and  
Software  
Upgrades

  
Driving  
Quality

VirtualCARE allows for secure, remote monitoring of your Bayer equipment and software so that if downtime occurs, your Bayer in Radiology service engineer can implement a recovery plan to get you up-and-running – faster.

## VirtualCARE Remote Support: Get Connected > Stay Connected.




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