ZEISS Predictive Service
Discover How You Benefit from Our Remote Service Program
Remain on Top Level of Performance

ZEISS Predictive Service enables you to benefit from permanent and sustained evaluations of the health system of your ZEISS microscope. This program helps to diagnoses possible issues much faster and enables rapid service actions to remove challenges that could discourage you from your workflow.

Ensure highest data security standards using well established technologies like PTC ThingWorx and Microsoft Azure Cloud, which are certified according to various international standards.

ZEISS remote service program insures data privacy and only authorizes qualified ZEISS experts to view relevant technical data of your system.

Remain your Crossbeam, EVO, Axio Scan.Z1, Cell Discoverer 7 or Xradia Versa microscope systems on top level of performance with the help of ZEISS Predictive Service.
Connectivity & Condition Monitoring

The ZEISS Predictive Service system is comprised of two major components: the Predictive Service agent software running on the PC of your instrument and the ZEISS enterprise server. The agent software monitors the ZEISS instruments on a regular basis, checking the status of key system parameters and log files that provide a picture of system health and configuration. In case of changes in parameters and log files the agent establishes an outbound connection with the enterprise server to provide ZEISS the latest status of your microscope system.

If a problem occurs on your microscope system, you can contact the ZEISS service team. ZEISS support engineers will then diagnoses the issue by analyzing data on the Enterprise Server – remotely and without interruption to your operation. When over the shoulder assistance is required, remote desktop sharing can, with your permission, be initiated quickly and securely using best-in-class TeamViewer software.

Once diagnosed, the problem may then be corrected quickly, as in the case of a necessary software update or other configuration adjustment. If a service engineer needs to be sent to your site to repair the problem, ZEISS Predictive Service helps ensure that they arrive on site with the necessary parts and expertise to resolve the issue.
Remote Service Program - System

- In Brief
- The System
- Advantages
- Service

Monitor
The agent connects with the ZEISS enterprise server at predictive-service.zeiss.com, using end-to-end-encryption.
This interaction is only outgoing from agent to enterprise server.
The agent will not open any inbound connection requests, avoiding a typical attack vector. During the connection, the health system of your microscope will be monitored permanently.

Analyze
The agent shares the specified data that are necessary to monitor the instrument health status. ZEISS enterprise server is only able to request data over an established secure connection. In case of a service call, the ZEISS Service team will analyze relevant data.

Connect
All relevant data is collected by the system operating software of the instrument and saved to separate log files. Whenever new data is stored, the agent transmits the data to the enterprise server. Trained and authorized ZEISS stuff can now log in and view your transmitted data.

Solve
The remote service option enables a comfortable and quick connection to the ZEISS personnel and enables the reestablishment to your habitual performance without the need of an onsite visit by the ZEISS Service team.
Enhanced & Secure Remote Diagnosis

Secure connectivity
While analyzing the health system of your ZEISS microscope ZEISS offers you highest data security. The communication between ZEISS enterprise server and agent follows the secure WebSocket Standard. There will be an initializing phase where the agent establishes a secure connection to the enterprise server over HTTPS. Every data transfer requires an established communication channel, which is always initiated by the agent. Consequently the enterprise server can only request data over an established secure connection. Once the connection has been stabilized it will be maintained until a connection loss requires establishing a new connection.

Privacy
Error recovery and condition monitoring requires data like device identity, which includes in general operating hours, movement cycles of motorized components or error messages combined with the Windows Management Instrumentation (e.g. version of the operating system, series number or disk usage), to filter out issues. Meanwhile ZEISS affirms you that only relevant and necessary technical data, stored in the Microsoft Azure Cloud, will be visible. Information and material about your labor results will not be observable at any time.
Maximum Uptime for Your Microscope System

Fast and competent support
The advanced ZEISS remote service program can be upgraded in a simple setup. Predictive Service observes permanently log files so faults and failures can be diagnosed quickly once they occur. When over the shoulder assistance is required, TeamViewer remote desktop sharing software provides the ability to share your desktop with ZEISS experts. Only qualified and authorized personnel is able to view your data.

Maintain highest system availability
ZEISS priority is to plan necessary actions in time to prevent issues and help you to remain on top levels of performance. Due to Predictive Service it became feasible to diagnose any issues of your microscope much faster thanks to the continuously support of the competent and qualified Zeiss engineers. High security standards guarantee no unauthorized access to your system performance data and keeps your microscope continuously on best possible performance.

Optimum instrument performance
Once connected to your network, Predictive Service automatically tracks the health system of your Zeiss microscope and can evaluate its performance in real-time. This background process will not influence your workflow at all. Fast actions to fix problems right away became possible through the established technology of PTC ThingWorx, using Microsoft Azure Cloud infrastructure, certified and audited according to international standards.
Count on Service in the True Sense of the Word

Because the ZEISS microscope system is one of your most important tools, we make sure it is always ready to perform. What’s more, we’ll see to it that you are employing all the options that get the best from your microscope. You can choose from a range of service products, each delivered by highly qualified ZEISS specialists who will support you long beyond the purchase of your system. Our aim is to enable you to experience those special moments that inspire your work.

Attain maximum uptime with your microscope. A ZEISS Protect Service Agreement lets you budget for operating costs, all the while reducing costly downtime and achieving the best results through the improved performance of your system. Choose from service agreements designed to give you a range of options and control levels. We’ll work with you to select the service program that addresses your system needs and usage requirements, in line with your organization’s standard practices.

Our service on-demand also brings you distinct advantages. ZEISS service staff will analyze issues at hand and resolve them — whether using remote maintenance software or working on site.

Enhance Your Microscope System.
Your ZEISS microscope system is designed for a variety of updates: open interfaces allow you to maintain a high technological level at all times. As a result you’ll work more efficiently now, while extending the productive lifetime of your microscope as new update possibilities come on stream.

Profit from the optimized performance of your microscope system with services from ZEISS — now and for years to come.

>> www.zeiss.com/microservice
**Protect Service Agreements**
Choose the ZEISS Service Agreement that matches your service requirements

Choose one of the ZEISS Protect Service Agreements to maintain your instrument’s performance and expand your system’s uptime. Besides your Protect Service Agreement adopt ZEISS Predictive Service as an excellent complement and focus on the essentials, safe in the knowledge that your microscope system is protected.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Protect preventive</th>
<th>Protect advanced</th>
<th>Protect premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive Maintenance</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Safety and Performance Updates</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Highest Priority for Your Service Call</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Coverage of Labor and Travel</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Coverage of Spare Parts</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>