

# Protecting You from Unplanned Downtime



Seeing beyond



**ZEISS Predictive Service**  
Proactively Protecting Your Research

# ZEISS Predictive Service

## Ensuring You Run Seamlessly

ZEISS Predictive Service helps to identify potential issues with their imaging system before they happen, ensuring you avoid unplanned downtime.

Predictive Service unobtrusively monitors your microscope's condition & performance. It then proactively identifies and alerts regional and global ZEISS engineers who are reviewing all connected systems before a potential issue causes system failure.

Predictive Service comes pre-installed and saves you money on unnecessary repairs by resolving potential issues before they become critical faults that require replacement parts.

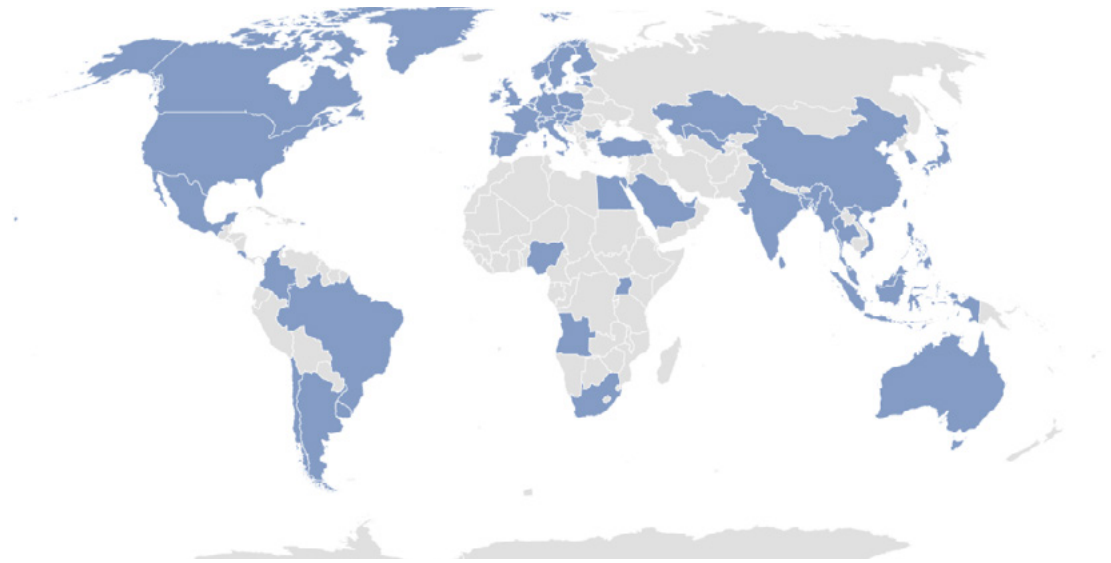
Ensure your research lab continues to run seamlessly today with Predictive Service.



**Completely Free of Charge**



**No Additional Hardware Required**



*Overview of countries where systems are already connected.*



**Operational 24/7/365**



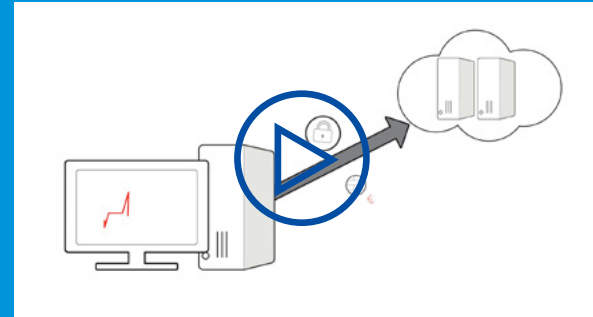
**>4,000 Systems Connected**

**VIDEO**

## Learn How Predictive Service Works

Watch our short, 1-minute overview and uncover how ZEISS Predictive Service works and keeps your lab running seamlessly.

[Watch the Video](#)



**CASE STUDY**

## How ZEISS Predictive Service Prevents Unplanned Downtime at the National University of Singapore

The Mechanobiology Institute at the National University of Singapore is a core imaging facility equipped with a vast array of microscopes and systems. Learn how Predictive Service proactively detected system overheating and prevented downtime.

[Read the Case Study](#)

# Used by the World's Largest Research Facilities

Supporting Facilities Globally



## CASE STUDY

### How ZEISS Predictive Service Saves the Francis Crick Institute from Unplanned Downtime

The Francis Crick Institute is a world-famous biomedical research center located in London, UK and has accommodated numerous world-leading academic and medical industry research projects. Learn how Predictive Service helped the institute avoid downtime as their X-ray Microscopy source came to the end of its usable life span.

[Read the Case Study](#)



## CASE STUDY

### How UCLA Avoids Issues Before They Happen with ZEISS Predictive Service

The University of California, Los Angeles is home to more than 40,000 students and, since its foundation more than a hundred years ago, has become a global hub of academic knowledge and excellence. Learn how Predictive Service detected a possible system overheating and prevented unplanned system downtime.

[Read the Case Study](#)



**CASE STUDY**

## **How Colorado School of Mines Uses ZEISS Predictive Service to Secure Their Business Operations**

The Colorado School of Mines, USA, is a core imaging facility, researching samples across molecular and cellular biology with several complex imaging systems. Learn how Predictive Service helped the University avoid a critical source failure with their X-ray microscope.

[Read the Case Study](#)



**UNIL** | Université de Lausanne

**CASE STUDY**

## **How ZEISS Predictive Service Helps the University of Lausanne Maintain Their Imaging Systems**

The University of Lausanne, Switzerland is one of the oldest active universities, boasting 17,000 students and 4,000 staff members across seven faculties. Learn how Predictive Service helped the University avoid a critical failure with their confocal's scan head.

[Read the Case Study](#)

# How Predictive Service Ensures the Highest Levels of Data Security

## We Take Data Privacy as Seriously as You Do Your Research

Predictive Service proactively monitors and collects technical data such as operating hours, cycle counts, temperatures of critical components, and voltages via a secure connection to our data center.

Conforming to data privacy regulations, no personal or imaging data is ever collected and the connection between the system and data center is always outbound only.

Predictive Service uses https protocol with 256-bit TLS end-to-end encryption and usually requires no changes to your organization's firewall settings. The enterprise server is hosted on Microsoft Azure Cloud infrastructure and is certified & audited according to international standards (e.g. ISO 27001, HIPAA, FedRAMP, SOC1, and SOC2).

### Technical Facts

<b>Ports</b>	443
<b>Protocols</b>	https, Secure Websocket
<b>URL of ZEISS Server</b>	predictive-service.zeiss.com www.predictive-service.zeiss.com
<b>IP Addresses</b>	52.174.243.245
<b>Certification of Microsoft Azure Cloud Infrastructure</b>	ISO 27001, HIPAA, FedRAMP, SOC1 and SOC2
<b>Connection Security</b>	TLS 1.2 with AES 256bit
<b>Supported Proxy Settings for Installation</b>	<ul style="list-style-type: none"><li>■ No authentication</li><li>■ Basic authentication</li><li>■ Digest authentication</li><li>■ NTLM authentication</li></ul>
<b>Available and Patched LAN Connected to Workstation</b>	RJ 45 connector for LAN
<b>Security Patched and Measured According to Your Local IT Security Standards</b>	e.g. installing antivirus software; please see recommendations for data security policy on ZEISS Microscopy Systems
<b>Recommended Minimum Megabits per Second</b>	1 Mbit/s



## Availability

Light Microscopes	Electron Microscopes	X-Ray Microscopes
Axio Examiner	Crossbeam series	Xradia Context microCT
Axio Imager	EVO series	Xradia Versa series
Axio Observer	GeminiSEM series	
Axio Scan.Z1	Merlin series	
Celldiscoverer 7	Sigma series	
Lattice Lightsheet 7		
LSM 800		
LSM 9XX series		
Smartzoom 5		
Visioner 1		
Elyra 7		
Lattice SIM series		

## Transmitted Data

Workstation Data	Microscope Software
Hardware Data	Installed Service Pack
Memory	Main Version
Operating System Version	Patch Version
PC Name	Various log files

## Technical Requirements

Workstation Operating System	Microscope Operating System	Connectivity
Windows 10	ZEN 2.3 onwards	Port 443
	SmartSEM 5.06 onwards	
	XRM Scout-and-Scan v11 onwards	

### WHITE PAPER

## Discover the Architecture and Security Features of ZEISS Predictive Service

Understand how Predictive Service operates within your IT infrastructure and meets your security requirements.



[Download Now](#)

# Any Questions

## Get In Touch

Using ZEISS Predictive Service, you can better avoid downtime and benefit from a faster, more informed support team.

If you have any questions or would like to learn how to connect your existing ZEISS system to Predictive Service, contact us.

[Get in Touch](#)

**Carl Zeiss Microscopy GmbH**  
07745 Jena, Germany  
Service and Customer Care  
[microscopy@zeiss.com](mailto:microscopy@zeiss.com)  
[www.zeiss.com/microscopy](http://www.zeiss.com/microscopy)