# Workflow Solutions //Insights

Service Dashboard User Guide

The Workflow Solutions //Insights Service Dashboard provides key stakeholders with service-related information and is comprised of two sets of tabs: VirtualCARE® Activity and Assets. It is an extremely valuable tool for business stakeholders as it provides information that can help shape operational strategies and planning.

Service Dashboard – VirtualCARE® Activity Tab
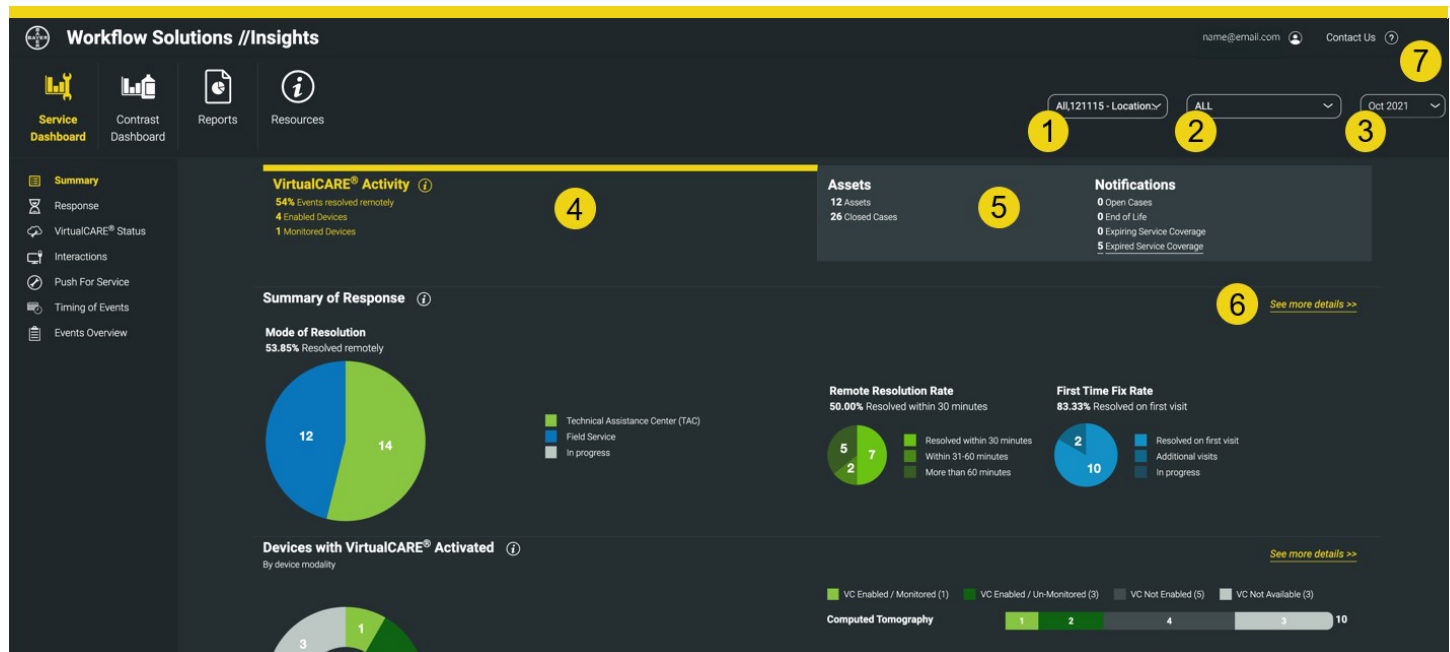
FIGURE 1. VirtualCARE® Activity Tab Screen shown above. Simulated data, for illustration only, subject to change. Operating options and feature availability may vary by country. Check with a local product representative for Bayer.

1. Select Hospital/Enterprise

2. Select ALL, Computed Tomography (CT), Magnetic Resonance (MR), Angiography (AN), or Molecular Imaging (MI) Report View

3. Select Report Date: Data visualizations and information for selected month

4. VirtualCARE® Activity Tab – provides visibility to various connectivity parameters such as how your service issues are being resolved, an overview of events by product type, and the timing and types of service events that have occurred on your devices, the reasons for remote service interactions and a view of which devices are remotely connected and monitored

5. Assets Tab – Summary view of site assets with notifications for open cases, End of Life status, expiring coverage, and expired coverage. Devices Under Bayer Services Coverage, Asset Life-Cycle, and specific asset details such as software version, install date, coverage expirations dates, and service event details are displayed

6. Link to see the indicator details; detailed information per asset to identify any focus areas

7. Contact information for questions about your data and support; pop-up window with information for further assistance

VirtualCARE® Remote Support is a foundational entitlement on all Bayer service agreements that enables Bayer service specialists to troubleshoot assets remotely and reduce the time required to identify and resolve problems, increasing the frequency of first-time repairs. The connection is certified to healthcare industry standards for data privacy and cybersecurity and supported with continued risk monitoring and mitigation from Bayer cybersecurity professionals.

Workflow Solutions //Insights

Service Dashboard User Guide

Service Dashboard – Assets Tab Details
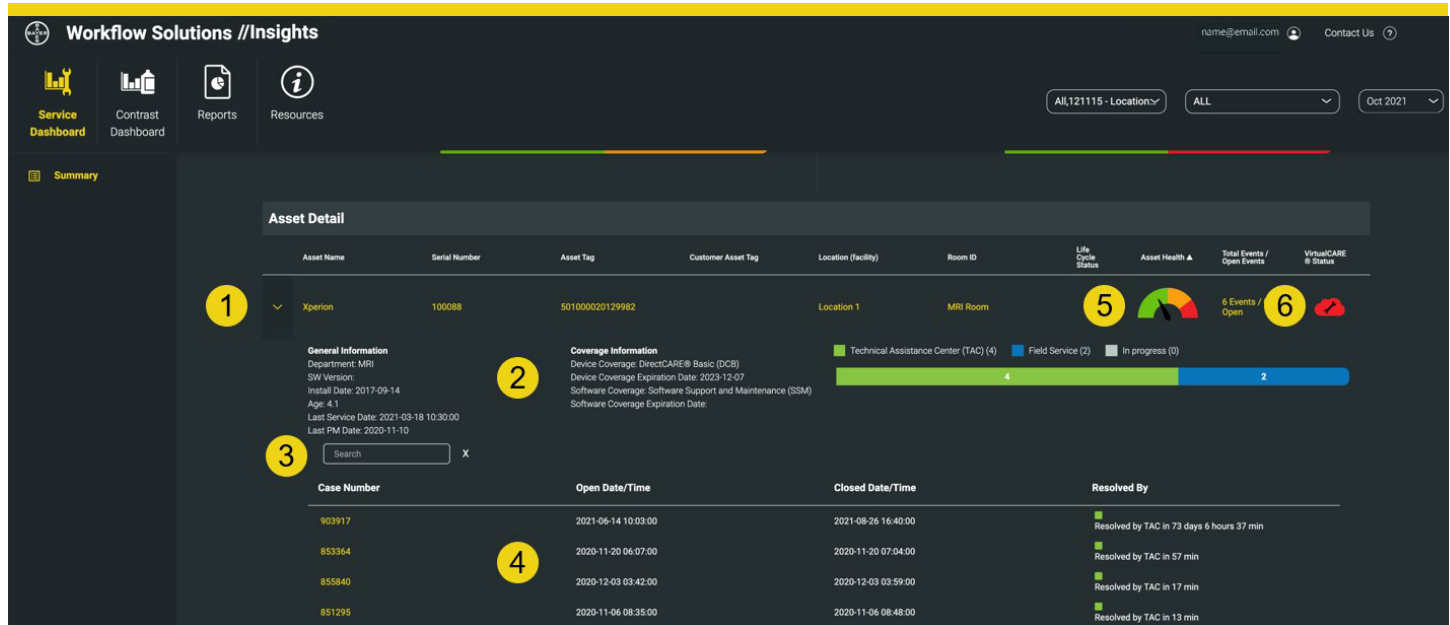
FIGURE 2. VirtualCARE® Activity Tab Screen shown above. Simulated data, for illustration only, subject to change. Operating options and feature availability may vary by country. Check with a local product representative for Bayer.

1. Expand or contract individual asset information

2. General asset information including location, software version, install and service dates, coverage type and dates, and service cases with specific details and notes

3. Search field for Asset Historical Cases

4. Specific Case with Open/Close Dates and Times as well as resolution method and resolution time

5. Asset Health Status Icon provides real-time assessment of individual injectors to assist with proactive maintenance and assessment of aging equipment with a dynamic gauge. Click on the icon for specific maintenance recommendations for each level of health based upon usage, age of equipment, and asset PM cycle. The Asset Health icon requires an Automated Documentation connection for data

6. VirtualCARE® Remote Support connectivity and monitoring status icon (see below for Icon legend)

VirtualCARE® Indicator Status Icons

Every asset has icons to describe it's VirtualCARE® Remote Support connectivity and monitoring status. The Online/Offline connectivity status identifies if the asset has network connection for remote support by Bayer, and the Monitored/Not Monitored status identifies if the asset is being actively monitored through Auto Alerts depending on contract coverage.

Monitored and Online

Not Monitored and Online

Available, Not Enabled

Monitored and Offline

Not Monitored and Offline

Not Available

Workflow Solutions //Insights

Service Dashboard User Guide

Service Key Performance Indicators

Summary of Response

Summary of Response indicates how Bayer responded to your service requests. With VirtualCARE® Remote Support you can be assured we'll resolve your service issues in the most efficient and timely manner possible while minimizing downtime and interruptions to your operation.

Push for Service Requests

Push for Service is a valuable feature enabled by a device's VirtualCARE® Remote Support connection. On each enabled device's home screen, a support request button is visible allowing service requests to be generated at point of care and instantly sent to Bayer's Technical Assistance Center (TAC) experts. Push For Service is only available on select MEDRAD® injection systems.

Timing of Events

Timing of Events shows you a graphical representation by day and hour of when service events have occurred within the selected facilities. This may help you isolate problem areas or identify trends in solving difficult service problems.

Reasons for Device Interaction

Reasons for Device Interactions shows the quantity of device interactions by category (TAC, Software, or Push For Service) that have occurred on devices.

Devices with VirtualCARE® Activated

Devices with VirtualCARE® Activated shows you how many devices are VirtualCARE® Remote Support enabled by modality. If a specific modality is selected in the report view, the specific brands for that modality will be displayed.

Events Overview

Events Overview shows events by Device Modality or Product Line which have occurred within the selected facilities. In the Events – Details list you can also view each affected device's location, department, and room ID. You can sort any column by clicking on the column heading. This may help you isolate problem areas or identify trends that may be affecting your operations.

Devices under Bayer Service Coverage

Quantity of devices covered and not covered by a Bayer service program or warranty within the selected report.

Asset Life-Cycle Summary

Asset Life-Cycle Summary provides visibility to the end-of-life status of your devices. Assets are classified as Active, EOS (End of Sale), EOC (End of Contract), EOL (End of Life).

Questions and Support

For additional support please contact your local Bayer representative.

Bayer Medical Care B.V.
Avenue Céramique 27
6221 KV Maastricht
The Netherlands
Phone: +31 43 3585600
Fax: +31 43 3656598

Bayer Medical Care Inc.
1 Bayer Drive
Indianola, PA 15051-0780
U.S.A.
Phone: +1-412-767-2400
          +1-800-633-7231
Fax: +1-412-767-4120