

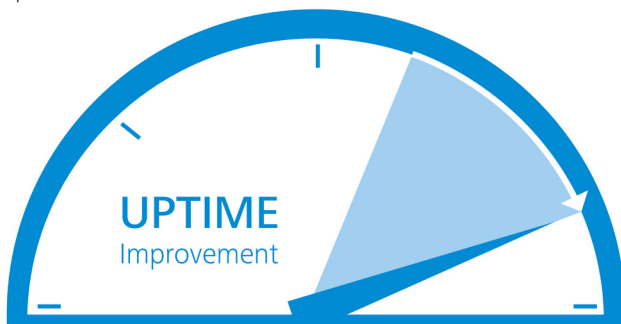
# Advanced technology to save time and reduce outages

## ZEISS Predictive Service

Once connected to your network and activated, this advanced technology will automatically track the health status of your instrument and collect system log files in the background to improve remote diagnosis.

Relevant technical data such as operating hours, cycle counts or voltages are periodically monitored via a secure connection to our data center. The ZEISS Predictive Service application evaluates the performance of your microscope as system data can be received and analyzed.

Our support engineers will diagnose any issues by analyzing data on the Enterprise Server – remotely and without interruption to your operation.



### Advantages:

- Uptime improvement
- Enhanced remote diagnosis
- State of the art data security

### Highlights

#### Maintain highest system availability

Increase your uptime through close monitoring of the system's condition as remote support can often provide immediate solutions

#### Optimum instrument performance

As the status of your system is monitored, necessary actions can be planned before they become urgent

#### Data security

Ensure the highest data security standards using well-established technologies like PTC ThingWorx and Microsoft Azure Cloud. No personal or image data is uploaded, only machine data

#### Fast and competent support

Use secure remote desktop sharing to easily get an expert connected

### Upgrade your ZEISS microscope

Upgrade your ZEISS microscope with Predictive Service and benefit from fast competent support and increased uptime. This advanced technology helps you to save time and reduces unplanned downtime.

Contact us to learn more about the Predictive Service option and how your processes will benefit from this service program:

**[microscopy@zeiss.com](mailto:microscopy@zeiss.com)**



Seeing beyond

# ZEISS Predictive Service

## Save time and reduce outages

### What you need to know: Technology overview

#### No changes to your security model

There is no need to make changes to firewall settings or proxy servers

#### Secure communication

All communication uses Secure Sockets Layer (HTTPS) protocols with data encryption (TLS with 256-bit AES encryption) to provide data security (same as used for online banking)

#### Managed infrastructure

ZEISS is using Microsoft Azure Cloud infrastructure, certified and audited according to international standards (e.g. ISO 27001, HIPAA, FedRAMP, SOC1 and SOC2)

#### Guaranteed privacy

All remote desktop sessions require user authorization and our experts only get access to the relevant technical data.  
Your experimental data is untouched.

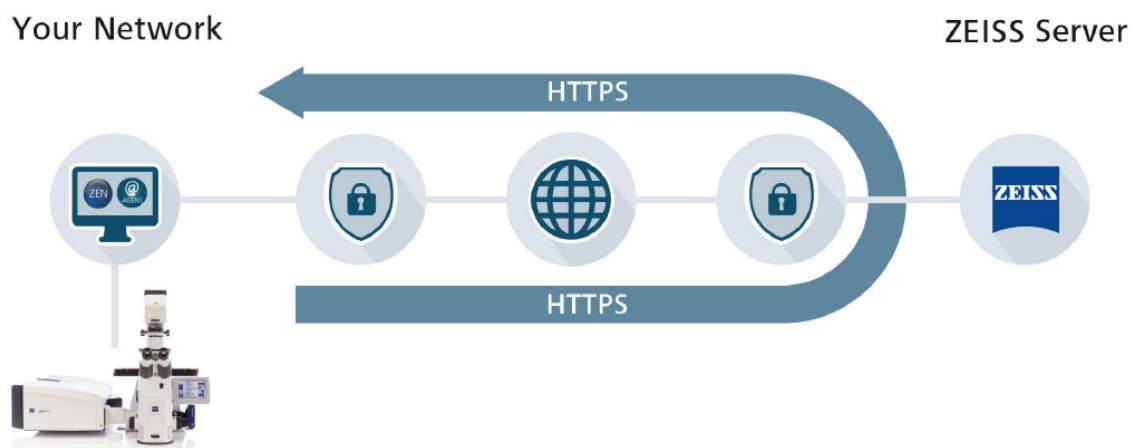
### Availability

Predictive Service is available for the following systems:

- Xradia Versa series
- Axio Scan.Z1
- Smartzoom 5
- Cell Discoverer 7
- Crossbeam series
- EVO series
- GeminiSEM series

#### ...and more to come!

Contact us for further information about the availability for other system series.



microscopy@zeiss.com  
www.zeiss.com/microscopy