

## CASE STORY: Radiometer

# Netop WebConnect Improves Remote Control and Critical End-User Support to Hospitals



### Radiometer

Headquartered in Copenhagen, Denmark, Radiometer develops acute testing solutions that simplify and automate blood gas analysis, transcutaneous monitoring, and testing of cardiac, coagulation and infection markers.

With nearly instant results, doctors and clinicians provide more immediate care to acute patients. Radiometer products are sold in more than 100 countries, and provide faster results, lower costs, and better patient care.

More than 50 years ago, Radiometer introduced the world to blood gas testing; a breakthrough that revolutionized acute patient care. Since then, Radiometer has followed a lifelong commitment using advanced technology and deep insight into hospital processes to simplify and improve acute care testing.

Hospitals around the world depend on Radiometer point-of-care blood analysers as important tools used to treat critically acute patients. Fast, dependable results of blood gas analysis and other vital testing protocols give doctors and hospitals the ability to provide the best possible urgent patient care while improving the efficiency and controlling the costs of the testing process.

### Radiometer - Netop Partnership

In 2001, Radiometer began a partnership with Netop to integrate Netop Remote Control in their market-leading blood analysers. Given the critical nature of the process and the need for the most responsive service possible and maximum up-time, Netop Remote Control gave Radiometer a way to provide immediate remote support to device users throughout each hospital - an important competitive advantage in the marketplace.

“We have about 4, 500 service employees that support our products on a daily basis worldwide,” says Klaus Kjøller, IT support manager at Radiometer. “The ability to provide immediate support via remote control is a big benefit for our customers.”

According to Kjøller, Radiometer chose Netop as a strategic partner because complex clinical settings require a high level of data security and integrity combined with ease-of-use and system flexibility in the field. “Netop solutions meet the most strict hospital requirements to protect sensitive patient data, yet they are easy to integrate with relevant applications.”

### Making Connection - Simple and Secure

Radiometer recently turned again to Netop for a solution to simplify connectivity to hospitals. Since

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hospital security policies often require one dedicated connection for each individual hospital, remote support for each of the many Radiometer devices onsite requires a large number of virtual machines be established; an approach that, according to Kjøller, is

difficult to administer and is resource-intensive. Radiometer adopted Netop WebConnect to consolidate the many virtual connections and standardize the process.

“In the past our set-up was largely determined by the hospitals’ connection procedures,” says Kjøller. “Now, Netop WebConnect allows us to replace hundreds of virtually dedicated connections to the hospitals with a single standardized connection. This creates an integrated end-to-end solution that simplifies and streamlines the process

considerably - and with fewer resources.”

With a single expansion Netop WebConnect will replace hundreds of resource-demanding VPN-based hospital remote connections with a single point of connectivity.

As a result, Radiometer expects to improve internal support efficiencies and strengthen end-user customer service. All this translates to enhanced competitiveness on the international market.

“There is tremendous value in consolidating our connectivity on Netop WebConnect,” says Kjøller “We can now initiate remote support outside the VPN. This improved service to our customers and cut our administrative overhead; all with an enhanced level of security.”

### **The Netop Advantage**

The dependability and performance Radiometer instruments, monitors and sensors can mean life or death for acute care patients. As a result, Kjøller is confident that the Netop Remote Control and WebConnect solutions have become an important competitive advantage for the company.

“When hospitals choose suppliers of critical instruments, they definitely look at the service organization behind the support of those products. By standardizing the connection process via Netop we are able provide better response and more immediate service. That simply makes us a more valuable business partner and service organization for customers.”

### **Benefits of Netop Remote Control**

- Remote control provides superior support
- Immediate end-user support delivers competitive edge
- Consolidating connectivity reduces admin complexity
- Single connection saves money and resources
- Better response improves profitability for Radiometer

