



Technology Powering Humanity



Leveraging technology to deliver great outcomes and maximum peace of mind

ConnectCare enriches the lives of equipment operators by empowering them with technology and data to help transform the way they work. In addition to putting data into your hands, it enables your STERIS Field Service Representative to utilize equipment performance data to take proactive steps to prevent component failure and help you avoid unplanned downtime. High-quality STERIS service coupled with innovative technology reduces downtime, enhances operator experience, and delivers great outcomes.

Technology Designed to Make Your Job Easier



**Service
Portal**



It's your gateway to STERIS Service

Imagine the world of healthcare without the stress and hassle of looking up serial numbers and trying to remember equipment details. STERIS has made that a reality. The ConnectCare Service Portal and mobile app make it easier for you to access information in a centralized location. It's a new digital experience powering your department.

The ConnectCare Service Portal allows you to quickly and easily:

- Submit service request tickets
- View information about currently open service requests
- Download detailed PM reports and Field Service Reports
- View digital operator manuals
- Access exclusive quarterly deals
- And so much more...

The ConnectCare Service Portal and Mobile App are the core of our technology offering. However, there are other great features available.



Remote Monitoring

Remotely monitor connected equipment from virtually anywhere – view equipment status, current cycle & alarm information, and performance related statistics to help you keep an eye on your department in real-time. Connectivity is available for specific devices. Some legacy STERIS equipment is not eligible for this connectivity offering.



Operator Assistant

Automated monitoring of regular operator tests and when missed events are detected, auto-sends reminders to help equipment operators stay on track, and reduce unwanted downtime from missed activities.



Troubleshooting Center

Helpful alarm resolution tips delivered to equipment operators in real-time when equipment goes down. Delivered proactively via email, push-notification, a phone call, or can be accessed on demand through the Service Portal.



Remote Assistance

The Technical Care Team provides peace of mind by monitoring your equipment and proactively reaching out when remote assistance is available or helping walk your team through troubleshooting procedures.



Technician Insight

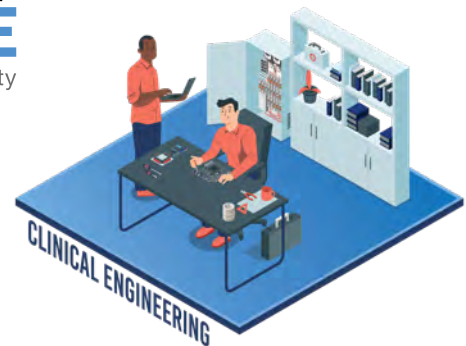
Provides your STERIS Field Service Representative with remote capability to view equipment performance trends, alarm history, and other machine data to help them prepare and respond intelligently and proactively to reduce unplanned downtime.



We're using technology to deliver great outcomes and maximum peace of mind.

When uptime matters, choose ConnectCare!

It's more than just a technology, it's a new experience powering your department!



Your partner for better outcomes

Contact your local STERIS Field Service Representative to request information about ConnectCare

Based on a cybersecurity risk assessment, STERIS has determined no PII/PHI is transmitted, implemented TLS 1.2 and PKI Digital Certificates for unique authentication and securing transmitted data between UCB and ConnectCare Cloud. Software Chain of Trust on UCB to protect from installing or running unauthorized software and many other measures to safeguard from potential cybersecurity vulnerabilities.

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