

Now remote monitoring service via smartphone

19 June 2014 | News | By BioSpectrum Bureau



Singapore: AB SCIEX, life science analytical technologies provider, has launched StatusScope Remote Monitoring service, a configurable, real-time offering that supports most AB SCIEX mass spectrometers and Eksigent Micro and Nano LC products.

With three user levels, lab manager, lab director and technician - StatusScope enables technicians to view instrument performance and workflow status remotely, capturing errors quickly to minimize downtime. The graphical display has been designed to enable the user to quickly see critical data.

StatusScope features user-definable alarm triggers and notification processes that are communicated to the AB SCIEX Technical Assistance Center. System diagnostics can be accessed remotely by the AB SCIEX team, for fast problem resolution. The system also issues regular asset management reports, including service repair history, service contract status and user-selectable reports.

"This service was built from the ground up with input from our customers," explained Mr Andy Wight, director, service product portfolio for AB SCIEX. "Users can access and monitor their instruments from anywhere, via a Smartphone or other device over the Internet, in addition to having instrument history at hand. This new level of service continues our tradition of customer-focused value creation."

"Having a holistic system to incorporate all peripheral devices and to document system maintenance and changes (eg: switching of peripheral devices) is the 'holy grail' for our regulated environment," commented Mr Steve Sylvester, researcher at Astra Zeneca.