



Product Information

## **ZEISS Predictive Service**

Discover how you benefit from our Remote Service Program



Seeing beyond

# Remain at peak level of performance

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> **In Brief**  
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> The System  
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> Advantages  
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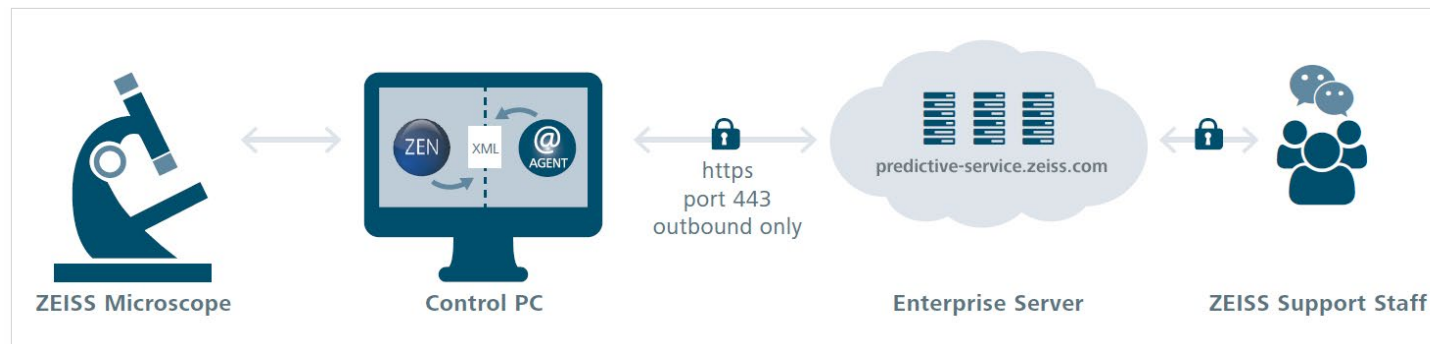
> Service  
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ZEISS Predictive Service enables you to benefit from permanent and sustained evaluations of the health system of your ZEISS microscope. This program helps to diagnose possible issues much faster and enables rapid service actions to remove challenges that could hinder your workflow.

Ensure highest data security standards using well-established technologies like PTC ThingWorx and Microsoft Azure Cloud, which are certified according to various international standards.

ZEISS remote service program ensures data privacy and only authorizes qualified ZEISS experts to view relevant technical data of your system.

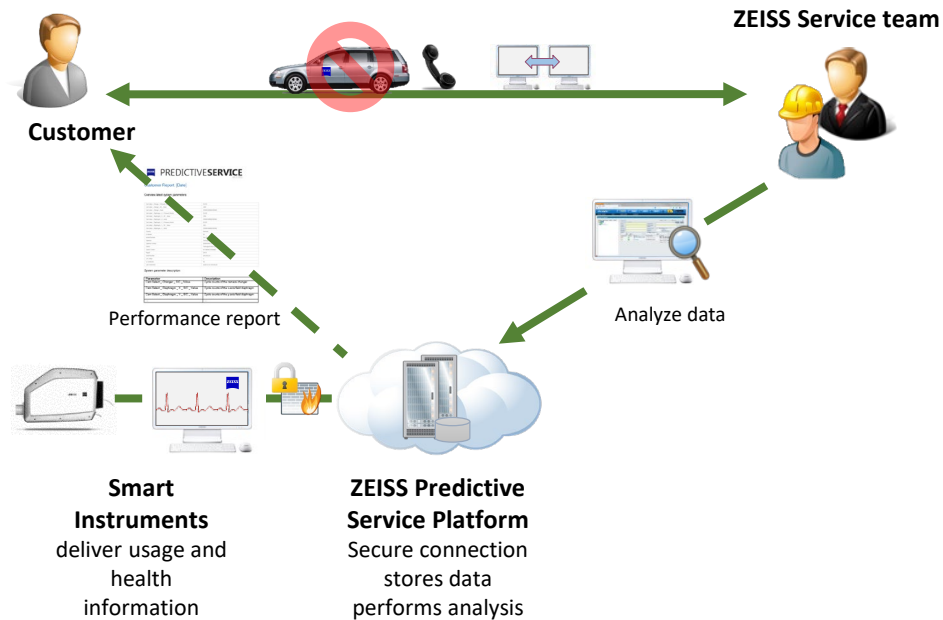
Maintain your Crossbeam, EVO, Axio Scan.Z1, Cell Discoverer 7, Lattice Lightsheet 7 or Xradia Versa microscope systems at peak level of performance with the help of ZEISS Predictive Service.





# Remote service program - system

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## Monitor

The agent connects with the ZEISS enterprise server at `predictive-service.zeiss.com`, using end-to-end-encryption.

This interaction is only outgoing from agent to enterprise server.

The agent will not open any inbound connection requests, avoiding a typical attack vector. During the connection, the health system of your microscope will be monitored permanently.

## Analyze

The agent shares the specified data that are necessary to monitor the instrument health status. ZEISS enterprise server is only able to request data over an established secure connection. In case of a service call, the ZEISS Service team will analyze relevant data.

## Connect

All relevant data is collected by the system operating software of the instrument and saved to separate log files. Whenever new data is stored, the agent transmits the data to the enterprise server. Trained and authorized ZEISS staff can now log in and view your transmitted data.

## Solve

The remote service option enables a comfortable and quick connection to the ZEISS personnel and enables the reestablishment of your peak performance without the need of an onsite visit by the ZEISS Service team.







# Protect Service Agreements

Choose the ZEISS Service Agreement that matches your service requirements

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Choose one of the ZEISS Protect Service Agreements to maintain your instrument's performance and expand your system's uptime. Besides your Protect Service Agreement adopt ZEISS Predictive Service as an excellent complement and focus on the essentials, safely knowing that your microscope system is protected.

	Protect preventive	Protect advanced	Protect premium
Preventive Maintenance	●	●	●
Safety and performance updates	●	●	●
Highest priority for your service call	●	●	●
Coverage of labor and travel	●	●	●
Coverage of spare parts	●	●	●





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