REAL TIME. REALIZED.

AbbottLink Remote Diagnostics Delivers Integrated Care and Intelligent Insight.

Put science on your side.
AbbottLink is an award-winning* integrated care system that allows “real time” communication between Abbott, you and your Abbott instrumentation. The integration of Abbott Customer Service and AbbottLink optimizes your lab efficiency and improves instrument productivity. The data collected will lead to fact-based and more intelligent insights into your instrument performance via the unique AbbottLink Customer Portal. Labs can quickly obtain valuable workflow reports that document instrument utilization and assay efficiency in a convenient, timely and secure manner via the internet.

*Abbott Diagnostics received the Innovation in Technology Award presented by the Aberdeen Group for maximizing technology solutions and solving pressing service chain issues. October 2007.

AbbottLink helps solve issues to maximize benefits for labs around the world safely, securely, and conveniently. Imagine what it could do for you.
“AbbottLink saved us time, prevented delays in patient testing and restored technologists’ confidence that the instrument was working correctly.”

Rosanne DiPietro, Chemistry Supervisor, Saint John’s Health Center, Santa Monica, CA USA
As a lab manager, you aren’t always in the lab. The good news is that, with AbbottLink, you don’t have to be in your lab to know how it’s running. The AbbottLink Customer Portal is a Device Relationship Management (DRM) system that provides you access to your instrument data and custom reports via the internet—from anywhere in the world.

The Customer Portal Dashboard Shows:

- Connection status
- Instrument notifications, alarms
- Tasks such as preventative or daily maintenance
- List of actions to take
- Hyperlink to retrieve files such as maintenance and calibration logs and result date

Note: patient health information is NOT viewable
The custom reports that will help you streamline your lab processes include:

- Assay efficiency of patients attempted versus total released
- Test count by assay type over a select period of time, from single or multiple instruments in the lab
- Testing profile of one or multiple assays over time
- Instrument notification messages over time

AbbottLink enables you to quickly see more of what is happening in your lab, allowing you to minimize administrative burden and the threat of downtime. You’ll have powerful metrics to help identify greater laboratory efficiency and improved patient care.

When you add Customer Portal access to your package, Abbott provides your lab with a User ID and password to access your instrument data and reports. A training workbook is also provided to complement the available training options:

- On-site user training with competency assessment, or
- Computer Based Training (CBT) with competency assessment

“I have found clear benefits with AbbottLink customer portal since I can access information on my instrument operation in real-time. Since I have this, I can monitor remotely if the instrument processes are complete. It has been very useful to detect problems within the instrument.”

Q. Porfirio Zúñiga, Chief of Laboratory, Hospital Dalinde, Mexico City, Mexico

You don’t have to be at your instrument or in your lab to know it is running well.
KEEP YOUR LAB RUNNING SMOOTHLY.

ABBOTTLINK IS AN INTEGRATED CARE SYSTEM WITH THREE MAJOR COMPONENTS TO COVER ALL ASPECTS OF INSTRUMENT PERFORMANCE.

- Remote Troubleshooting
- Enhanced Performance
- Proactive Monitoring

The integrated care delivered through AbbottLink offers your lab the chance to realize the following benefits:

- Reduced time spent on the phone as we receive the critical data real time
- Increased instrument uptime with proactive monitoring and cycle-based preventative maintenance
- Streamlined processes for collecting information and performing software upgrades
- Improved laboratory productivity as issue resolution and analysis takes place before an engineer visits a customer
Remote Troubleshooting

To improve issue resolution, Abbott can continuously and automatically collect data remotely and in real-time without the need to interrupt the instrument.

The Abbott support team therefore has the ability to:

- Review instrument notifications
- Download relevant logs
- Retrieve data
- Run log interpretation tools to analyze the data

“We got more efficient communication with your hotline thanks to AbbottLink. Through utilization of AbbottLink and the collaboration of your telephone support we have become more effective and your Service Engineers are well prepared for the visit—our laboratory runs even smoother.”

Frau Gabriele Balzer
Bioscientia Gmb Ingelheim
Group Leader AutoLab
Enhanced Performance

We keep you current, compliant, and state-of-art.

AbbottLink can perform software upgrades by sending you electronic files for both required features and optional enhancements.* Additionally, your investment will be protected and your instrument uptime improved as AbbottLink monitors cycle counts and uses utilization indicators on which to base preventative maintenance, when you need it. Not sooner, ensuring resources aren’t needlessly wasted, and not later, allowing a potential problem to develop.

*in development
AbbottLink can be configured to monitor specific events and alarms that if left unchecked may potentially trigger an instrument malfunction. When you enhance your AbbottLink package with proactive monitoring, instrument downtime is minimized as these events and alarms will trigger the following actions:

- Abbott Support is alerted of the occurrence
- Field Support investigates the issue to help in early detection of a malfunction
- The proactive on-site visit or phone assistance helps prevent “down” status and the need for urgent service

"Using AbbottLink in our laboratory, 30% of the technical issues are timely recognized and removed without a break during the laboratory workflow.”

Prof. Knut Kleesiek, Heart and Diabetes Center, North Rhine-Westphalia, Bad Oeynhausen

AbbottLink can provide you with integrated care, maximizing platform uptime.
Network Security
The AbbottLink software solution is either installed on a small personal computer (AbbottLink PC) placed in a convenient location in your facility, or for ARCHITECT instrumentation, the software may be installed on the instrument.

With the following network security precautions, you can be sure that your network is protected from viruses and hackers:

- All communication sent using AbbottLink on the customer’s network to Abbott is encrypted with 128 bit SSL over port 443 (https)
- A hardware firewall as well as password secured user credentials prevent unsolicited access and protect your Abbott instrumentation
- Hardware firewall is configured to only allow outbound communication to specific AbbottLink websites and any customer-specific proxy service
- All inbound communication to the hardware firewall is blocked, except for replies to AbbottLink initiated messages
- The password protected AbbottLink PC utilizes the Windows XP firewall and does not permit any undefined inbound communication
- If using an AbbottLink PC, your IT department can install custom virus protection software, if desired
- Windows XP OS hotfixes are applied monthly following Abbott’s Corporate IT Policy
- AbbottLink software features Axeda VeriSign certified software

Patient Privacy
Patient and physician Protected Health information (PHI) is secure and must not leave the customer site. AbbottLink does not calculate, adjust, or report patient results. All PHI data is removed from any instrument data or log file before it is transmitted outside the customer site. That data, void of PHI, is then transported over the Internet through an SSL secured connection.

AbbottLink follows the strictest industry privacy standards. An independent 3rd party assessment was conducted to document compliance with the Health Insurance Portability and Accountability Act (HIPAA) and data security.
SIMPLE INSTALLATION. EASY CONNECTIVITY.

ABBOTTLINK IS EASY TO INSTALL AND CONNECT TO YOUR EXISTING ABBOTT INSTRUMENTS.

Lab Requirements for AbbottLink installation on Abbott device:

- Internet access following customer’s IT security policy on port 443
- AC outlet for the hardware firewall
- Hardware firewall requires a DHCP or static IP address

Lab requirements for AbbottLink installation on AbbottLink PC:

- Internet access following customer’s IT security policy on port 443
- AbbottLink PC communicates on the customer network with the Abbott devices over TCP/IP or RS232
- Using TCP/IP, hardware firewall requires a static IP address
- Using RS232, a static IP address may be needed
- AC outlets for the AbbottLink PC and accessories
- AbbottLink PC does NOT require a monitor, keyboard or mouse

Our service engineers will help you get connected when you are ready to install. If you have any initial questions about configuration or concerns regarding security, we will be happy to put you in touch with our network specialists.

Instruments Supported:

- ARCHITECT family of immunochemistry analyzers
- Accelerator APS
- CELL-DYN Ruby
- CELL-DYN Sapphire†
- m2000 systems
- AxSYM

Not every feature is available for every instrument, so talk to your Abbott representative to engineer the best AbbottLink experience.

†In development
“AbbottLink has been an enormous help in troubleshooting both chemistry and instrument problems on our ARCHITECT....Luckily, Customer Service had AbbottLink at their disposal when we experienced a calcium problem. After reviewing the result data on AbbottLink, Customer Service was able to pinpoint the exact cuvette that had presented the unexpected calcium result. AbbottLink saved us time, prevented delays in patient testing and restored technologists’ confidence that the instrument was working correctly.”

Rosanne DiPietro  
Chemistry Supervisor  
Saint John’s Health Center  
Santa Monica, CA USA

“As AbbottLink users we have had an excellent experience since it is a great system to monitor errors and failures in our platform. It provides a way to make the technical support of Abbott very efficient, notifying us of the failure detection in a very proactive way, and shorting the response time.”

Q. Patricia Riojas Montalvo  
Administrative Chief  
Hospital San Jose Tec De Monterrey, Mexico

For more information on AbbottLink please go to www.abbottdiagnostics.com or contact your local sales representative.