



# Drop Zone™

Drop Zone is our Remote Access Installation and Administration Service.  
Save time, money, and downtime.

Contact us to explore your options!

**Solve problems remotely with Drop Zone.**

## Drop Zone Features

**Remote Access Installation**  
We work with your customer IT departments to get you connected with fast, easy, safe, and reliable remote support your customers will love you for. Drop Zone™ Remote Access installation and configuration includes customer and user accounts, software licenses, and hardware.

**Remote Access Administration**  
We build and enhance your remote support capabilities with user account assistance, software and hardware maintenance, customer IT support, license management.

**Compliance**  
We ensure HIPAA, FDA Cybersecurity, and Safe Harbor compliance with a systematic, organized, and accurate approach.

**Customer Service Advantage**  
Diagnose and Fix Faster  
Reduce Trips to Site  
Improve Uptime and Customer Satisfaction

**Proactive IT Monitoring**  
We monitor performance and capacity for your critical workstations. We setup alerts to ensure proper backups, up-to-date anti-malware, and disk drive and CPU capacity.



Drop Zone uses Intel NUC as an optional hardware platform

**DIGNATEL**

Remote Diagnostics  
Proactive Alerts  
Predictive Analytics  
for  
Varian™  
Elekta™  
GE, Siemens, Philips

**DROP ZONE™**

Immediate Service Remote Diagnostics Proactive Alerts Compliance

**Unequaled Machine Learning and Predictive Analytics Solution**

"I was able to dial in and see the issue first hand...I ordered the part while the rep was on his way to site."  
--Roger Mitchell, RS&A

Save money  
50% faster repair time  
Performance Data  
Maximum Uptime

Visit our Website at [www.dignatel.com](http://www.dignatel.com) or email us at [support@dignatel.com](mailto:support@dignatel.com)

# DROP ZONE™

FDA 513(g) and UL clearance  
No modification to medical device  
Based on TeamViewer and VNC  
Optional firewall security

Remote Support Programs and Features	<b>DROP ZONE™</b> By <b>DIGNATEL</b>	InSite™ By GE	OnSite™ By OSI	Guardian™ By Siemens	Intellimax™ By Elekta	SmartConnect® By Varian
Proactive Remote Monitoring and Diagnostics	✓	✓	✓	✓	✓	✓
Remote Access Instant Support with Video, Audio, and Chat	✓	✓	✓			
Machine Learning Predictive Analytics	✓					
Product Available to All Hospitals, Clinics and ISOs	✓					