Custom Remote Support Solutions

DROP ZONE™

Fast, easy, safe, reliable.

Drop Zone™

Drop Zone is our Remote Access Installation and Administration Service.

Save time, money, and downtime.

Solve problems remotely with Drop Zone.

Contact us to explore your options!

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

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	Drop Zone™ By DIGNATEL	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	✅					