Remote System Service

Fully staffed with subject matter experts who understand your technologies, SIGNET Remote Smart is our remote monitoring center located in Norwell, Massachusetts. SIGNET's Remote Smart team provides as-needed troubleshooting to vital hospital communication and location technologies – often addressing technology issues prior to their development into a system failure.

SIGNET'S remote troubleshooting services significantly reduce the need for outside technicians to enter your healthcare facility for routine system service, while also eliminating the business interruptions associated with a technician arriving on site.

Specifically, our Remote Smart experts:

- Troubleshoot and/or repair Rauland Responder 5 Nurse Call systems as well as communication system elements integrated into these systems (e.g., wireless phones, badges, real time location pendants, and pagers)
- Troubleshoot and/or repair Real Time Location Systems (RTLS), battery condition in tags, field devices and sensory infrastructure
- Troubleshoot and/or repair user and technical issues with nurse call software, staff assignment, patient census and caregiver notifications/messaging to integrated wireless phones/devices
- Troubleshoot on-line status of healthcare communication system equipment elements
- Execute system workflow programming changes and system alterations
- Change room names, system escalations/timers and nurse call corridor light behavior
- Identify off-line or defective system hardware

Working with Remote Smart as your partner, you receive the following benefits with our:

Remote Response Services Bundle

Our Remote Response Services bundle is the perfect option for those seeking a reactive problem resolution approach. Remote Smart will provide remote support for your technology system components using a secure VPN tunnel, or a secure direct connection, which allows our engineers to gain access to your network and provide a high-level of diagnostic support. Having remote connectivity allows our support center to have the proper access to your network in the case of a network incident or outage. In most cases, incidents can be identified and resolved through remote diagnostics, reducing your overall downtime.

- Specific Device Support
- Incident Management

Remote troubleshooting for infrastructure that supports healthcare communications systems, including:

- Servers
- Network devices
- RTLS tags
- Point-to-point microwave links
- Battery health (e.g., for RTLS and UPS)

*We also provide proactive monitoring for CenTrak RTLS tags and batteries.

SIGNET

Utilizing remote technology enables us to assess and address your technology issue ASAP. However, since SIGNET is locally owned and operated - with 75 service trucks - we always have the ability to dispatch a technician to your site if needed. When an issue warrants an on-site presence, our escalation process is seamless as Remote Smart operates in lockstep with our service department.

Other Remote Smart remote monitoring center features:

- Generator back up guarantees 24 by 7 operation

- Fully hardened isolated network

- Full redundancy on applications

- Highly secure, fully surveilled, dedicated facility with restricted access via facial recognition, security badge and PIN requirement access control system

- Staffed by certified technology engineers

SIGNET
REMOTE SMART

Who is SIGNET?

Founded in 1974, SIGNET Electronic Systems Inc. (SIGNET) has grown from a one-person installation services contractor to a 160-person complete technology solutions provider. From design, engineering and installation of a fully independent critical technology system to remote monitoring services, SIGNET delivers comprehensive technology expertise in the areas of life safety, communications, security, healthcare communications, audio visual, wireless connectivity, mission critical technologies program management and service. SIGNET Remote Smart is a next generation network operations center (NOC) located at SIGNET's Norwell, Massachusetts, headquarters. SIGNET is one of a select few ISO 9001-certified technology solution providers with a dedicated network operations center committed to mission critical solutions.

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