

HEALTHCARE SOLUTIONS
ENTERPRISE SERVICES FOR
TRANSLOGIC® PNEUMATIC TUBE SYSTEMS

Remote System Monitoring

Ensure maximum uptime and immediate alarm response

Remote system monitoring for pneumatic tube systems (PTS) provides immediate evaluation of and resolution to system control center alarms through offsite observation, returning the tube system to normal operation and minimizing the impact on facility support personnel.

By integrating with Nexus™ PTS Software, remote system monitoring directly oversees the activity and health of the tube system. Through 24/7/365 observation, remote system monitoring provides real-time information to the Swisslog Network Operations Center, located in Denver, Colorado.

By enabling fast response to PTS alarms, the troubleshooting process can begin immediately, often before the facility is aware of a problem themselves.



Advantages

With remote system monitoring, hospitals achieve:

Resource Flexibility

Reduce impact on facility support personnel, allowing staff to focus on more critical tasks.

Risk Mitigation

Reduce risk of interruption to patient-critical material transport.

Continuous Improvement

Increase awareness and ability to benchmark and measure PTS system through regular reporting.

How Remote System Monitoring Works



- Remote system monitoring integrates with Nexus PTS Software
- Real-time information is sent to the 24/7/365 Swisslog Network Operations Center
- Tube system alarm activity is directly monitored by the Network Operations Center, including:
 - Devices affected
 - Type of alarm
 - Event log time
- Network Operations Center provides regular system alarm reporting to customer, including:
 - Description of issues
 - Date of issues
 - Date of resolutions
 - System downtime as a result of each issue
- Swisslog consultants offer system update or enhancement recommendations to customer as appropriate

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