# Terma Lifecare
Lifecare Connect

Value Adding Digital Services
Lifecare Connect is the digital service associated with Terma Lifecare. The service facilitates fast and easy maintenance support through secure communication channels.

Lifecare Connect Monitoring
Imagine always being up to date with the operational state of a radar system, without having to be on-site. Through the Lifecare Connect iOS and Android app, authenticated users can monitor real-time system health data, from one or more connected SCANTER radar systems.

Trough the intuitive user interface, high as well as detailed level data is readily available and easy to interpret, thanks to the organized drill-down structure of the user interface.
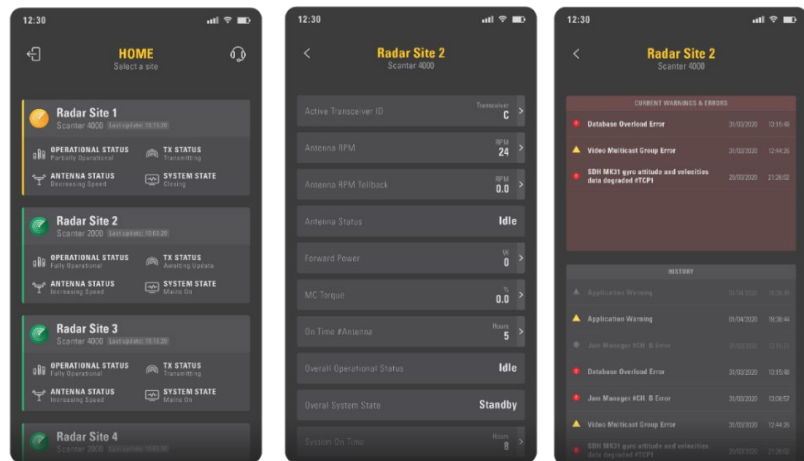
Lifecare Connect Remote Service
Even though many issues can be resolved by telephone support, complex issues may require direct access to the operational radar system. This used to always entail a field service call-out. Not anymore.

With Lifecare Connect Remote Service, remote access to operational radar sites is obtained through an internationally certified remote connectivity framework (NIST SP 800-115 and IEC 62443 certified). The solution establishes a secure tunnel between the remote client and the radar site through which it allows only authorized and authenticated applications and users to connect to the radar. Two-factor authentication, embedded certificates, and time-stamped activity logging are some of the controls implemented to make the solution cyber-resilient. By establishing a connection through the remote connectivity framework, Terma Operations Center can supply most support services without having to go on-site. The services include:

- Diagnostics and Troubleshooting
- System tuning
- System configuration
- Reporting

Availability
Lifecare Connect is available for most products in the SCANTER radar product portfolio.
The Lifecare Connect Monitoring and Lifecare Connect Remote Service are available for inclusion in all Terma Lifecare Service Level Agreements.

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Recommendations/ disclaimer

The Lifecare Connect Monitoring and Lifecare Connect Remote Service are available for all active Terma Lifecare agreements.

TERMA LIFECARE MONITORING:

Lifecare Connect Monitoring is available for the following products in the SCANTER Radar Systems: 1000, 2000, 4000 (3rd. gen.), 5000 and 6000 Series as well as SCANTER 2001.

Lifecare Connect Server
To enable the utilization of Lifecare Connect, Terma will deliver free of charge a local Connect Server to be deployed at the radar site.

Lifecare Connect monitoring app
The app is downloaded and updated at Apple app store and Google play. It is available for iOS (v13 and newer) and Android OS (9 & 10) going forward it will support current and previous version.

VPN Connectivity
To enable the inspection of live system health data from the Radar, the Lifecare Connect (App) needs to be connected to the radar site network. Local access via customer network and remote access is made possible via a customer deployed VPN access to the customer network.

TERMA LIFECARE CONNECT REMOTE SERVICE:

Internet Connection:
To facilitate the best conditions for Lifecare Connect Remote Service, Terma recommends an internet connection by cable with a connection bandwidth of at least 10 Mbit.

Onsite customer personnel
To enable the optimal conditions for the Lifecare Connect Remote Service, Terma recommends that at least 1 customer employee should be onsite. The employee should have either Facetime (for iPhone) or WhatsApp (for Android/iPhone) installed on their phone to enable visual, camera-assisted verification of site environment and direct communication between Terma and customer onsite personnel.

Onsite PC
Terma recommends that the site must have 1 PC (MS Windows or Linux) which needs to have the following remote assistance tools installed:
• Secomea SiteManager Embedded
• TeamViewer
• Terma Radar Service Tool (RST)

The onsite PC must be installed on the same network as the radar transceiver and have internet access.

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