

COMMON REMOTE SERVICE PLATFORM (CRSP)

Veterans Health Administration **embraces Siemens digital and remote services** with confidence

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Providing safe, conducive healthcare environments for our nation's veterans

The U.S. Department of Veterans Affairs (VA) health administration has a rich history dating back to 1811. Over the years, the VA has evolved into America's largest comprehensive, patient-centered, and integrated healthcare system dedicated to serving the brave people who have served in the United States Armed Forces. Providing high-quality, comprehensive healthcare services to veterans and ensuring they receive the medical care they need remains the mission of VA hospitals.



To properly care for America's veterans, the VA relies on a nationwide network of well-run and well-maintained healthcare facilities, the importance of which cannot be overstated in the delivery of patient care. These facilities serve as the backbone of the VA health system, providing a safe and conducive environment for patients to receive specialized care, mental health support, rehabilitation services, and access to cutting-edge treatments that not only honor their service but also acknowledge their unique healthcare needs.

Siemens has provided VA medical centers and outpatient clinics with an array of products and services, including building automation systems, security applications, and fire safety applications, for many years. More recently, as the VA has implemented digital and remote services to improve operational efficiency and cost-effectiveness for these building and facility systems, Siemens has implemented its common Remote Service Platform (cRSP) at dozens of locations to establish secure connections between the Siemens Digital Service Center and the VA.



Understanding cRSP as the foundation for digital growth

For customers who want to take advantage of Siemens Digital Services, the first step is to establish remote connectivity to the building systems. The common Remote Service Platform (cRSP) creates the foundation for digital growth by enabling Siemens to deliver digitally enhanced and data-driven services such as remote monitoring and fault detection & diagnostics with a high level of integrity and confidentiality of data. Due to its flexible, modular, and expandable design, cRSP empowers organizations like the VA to take advantage of a broad array of services.

cRSP securely connects the customer's covered building systems with Siemens authorized users. Once authenticated and authorized, Siemens technicians use the secure cRSP tunnel to execute remote services, troubleshoot problems, and augment facility teams. The cRSP tunnel can also be used to securely send data from on-premise systems to above-site applications for use in proactive and data-driven services like Fault Detection and Diagnostics.

How cRSP works for VA hospitals

To ensure secure remote connections, cRSP employs industry-standard encryption protocols and secure communication channels. Because each VA medical center, outpatient clinic, and satellite location has its own IT configurations, Siemens offers two methods for establishing secure cRSP connections:

1. **IPsec VPN** – a flexible network level connection for VA hospitals on the VA network
2. **SSL VPN** – a more common arrangement that connects Siemens with a VA computer; it can be deployed directly to an asset or to a provided appliance

cRSP highlights

- Faster response time via remote connections
- Enhanced building performance and system reliability
- Fewer onsite service calls for healthier environments and a smaller carbon footprint

Regardless of how Siemens and the VA location agree to establish a cRSP connection, both options are flexible and can be used over a provided cellular connection or the location's existing network. Additionally, the platform utilizes encrypted data transmission to help safeguard sensitive information during remote monitoring, diagnostics, and support sessions.

Cloud-based digital and remote services optimize building performance and efficiency for VA healthcare facilities

Cloud-based digital and remote services for building automation technologies at the VA hold immense value in enhancing the efficiency, sustainability, and effectiveness of healthcare delivery. That is, a healthcare facility's building and mechanical systems have a direct impact on how efficiently and effectively care teams can deliver high-quality patient care. From the availability and reliability of critical building automation equipment and systems to the safety and comfort of the building, every aspect plays a crucial role in creating a comfortable and conducive setting for healing and fostering trust and confidence in the VA healthcare system among patients and their families.

With a secure cRSP connection, Siemens digital services technicians can provide VA facilities with product and solution support. That is, cRSP can establish visibility into building system performance and a pathway to provide reporting, update software, diagnose issues, and take remote corrective action if necessary. For example, if a location's air handling unit (AHU) it stops working, may be faster and more cost-effective to leverage Siemens digital services via the secure cRSP connection to remotely diagnose and troubleshoot the problem. If onsite support is needed, technicians can be dispatched to the location with the information and parts needed for timely, targeted repairs.

Leveraging digital and remote services not only improves operational efficiency and cost-effectiveness but also expands access to care, reduces wait times, and enhances the overall patient experience, ultimately fulfilling the VA's mission of providing high-quality care to veterans across the country.

Siemens analytics platform facilitates proactive maintenance, reduced downtime

For the VA, implementing cloud-based technologies also means relying on Siemens' cloud-based advanced analytics platform that helps optimize building performance, providing greater transparency into various aspects of their facilities, such as temperature, humidity, lighting, energy usage, and fire and security systems.

cRSP is also a necessary component of the Siemens analytics platform, as it creates the communication tunnel required to integrate complex data sources and translate vast amounts of information into actionable insights the VA can leverage for proactive maintenance, energy consumption and efficiency reporting, and more. In this way, cRSP also supports proactive maintenance and troubleshooting for reduced downtime and minimal impact on patient care.



Delivering a very high level of protection for customer data and IT systems

The certification of cRSP as per ISO/IEC 27001 reassures healthcare customers like the VA regarding the platform's commitment to information security. This internationally recognized standard outlines a comprehensive framework for establishing, implementing, maintaining, and continually improving an information security management system (ISMS). By adapting to this standard, cRSP demonstrates its dedication to protecting the confidentiality, integrity, and availability of customer data and systems.

Additionally, cRSP incorporates proactive security measures, such as regular vulnerability assessments, penetration testing, and security updates, to address potential vulnerabilities and protect against emerging threats. Ongoing monitoring and auditing of the system help identify and respond to any security incidents promptly.

Three key components of cRSP: maintaining the highest standards of IT security

Contractual authorization – The VA contractually authorizes the specific use cases for which Siemens accesses their systems. Access is restricted to only authorized building systems and is in alignment with the agreed-upon scope of services.

Authentication – Siemens has implemented strict access controls and multi-factor authentication mechanisms to help ensure that only those who are authorized to access VA systems are allowed to do so. Siemens also follows stringent internal security policies and procedures, including staff training and awareness programs, to ensure that data privacy and security remain a top priority across the organization.

Secure methods of sending data – Once authenticated, Siemens digital service technician performs remote work within the cRSP secure tunnel, which prevents a direct connection between the Siemens intranet and the VA network.

Helping the VA stay mission-ready – today and for the future

cRSP enables Siemens to deliver product and solution support, securely and efficiently, helping the VA stay mission-ready both today and into the future. Through ISO/IEC 27001:2018 certification, Siemens has illustrated its unwavering commitment to information security, empowering customers like the VA to embrace remote connections with confidence.

If you're ready to learn more about cRSP, visit usa.siemens.com/federal.

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