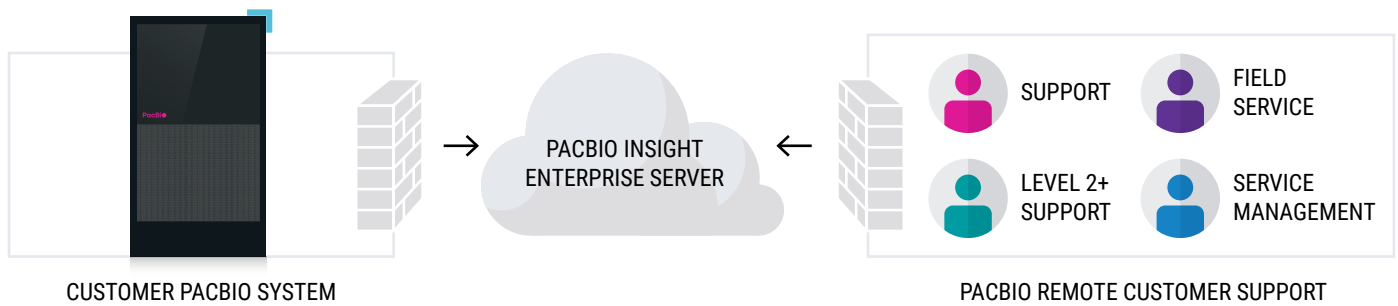


## Optimize efficiency with secure remote support

PacBio® Insight is a comprehensive remote support service that maintains optimal performance of your PacBio sequencing systems at no additional cost. With its secure remote-communication software, PacBio Insight uses information about function and performance directly from the instrument to prevent and diagnose performance issues and ensure operational continuity. Performance monitoring is governed by permission settings and is viewable through an audit trail, so you control what information is shared.



### Performance monitoring

- Enables advanced detection of abnormalities to prevent system failures
- Enables preventative maintenance maximizing system reliability



### Diagnostics and repair

- Enables remote repair minimizing system downtime
- Accelerates troubleshooting and escalation to PacBio support



### Software management

Facilitates system software updates in coordination with PacBio support

## Security features

### Identification + authentication

- Customer-controlled permissions to manage data access
- PacBio access is limited to authorized personnel using multi-factor authentication

### Restricted access

- Access rights customizable by system, user, time, and file level

### Audit controls

- Real-time monitoring of all access events and active users
- High-resolution audit reports provided automatically and upon demand
- Detailed instrument logging
- Ability to terminate remote access sessions at any time

### Secure data transfer

- Customizable levels of encryption, including 3DES, Blowfish, and 256-bit AES
- Firewall-friendly technology to permit secure information exchange

## What information can be accessed?

Data accessed through PacBio Insight is exclusively related to system operation and performance and do not contain any sequence data. Logs and metrics files accessed by PacBio support include anonymized plate and sample names.

Data accessible to PacBio Insight includes:

- Disk usage statistics and environmental metrics
- System metrics including laser power and component performance
- SMRT® Cell alignment and failure monitoring

## When are files accessed?

- Key system metrics are monitored continuously
- As needed for troubleshooting on demand

## How does PacBio protect customer information?

PacBio uses multi-factor authentication for its employees to access information. Access to customer information is limited to the following trained PacBio personnel:

- Technical support
- Field application scientists
- Field service engineers

## How is PacBio Insight enabled?

Network administrators should open ports 22/TCP, 80/TCP, and 443/TCP outbound to specific Insight servers found in system site preparation guides.



For more information on how to get started with PacBio Insight, contact your local PacBio representative or customer service at **1.877.920.7222, option 1** [support@pacb.com](mailto:support@pacb.com)



For assistance enabling PacBio Insight, contact tech support: **1.877.920.7222, option 2** [support@pacb.com](mailto:support@pacb.com)

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