Thermo Fisher
S C I E N T I F I C

Cybersecurity

Security features of Services Central

Introduction

Services Central is a service platform designed to streamline management and maintenance of your Thermo Fisher Scientific instruments and equipment.* This white paper describes the security measures in place for Services Central, clarifies a common misconception, and provides detailed information about the access control features of the platform.

## Data security on the Thermo Fisher Connect Platform

Services Central operates on the Thermo Fisher™ Connect Platform, which has been built with comprehensive security measures to protect user data. The Connect Platform employs advanced cybersecurity protocols, including encryption and access controls, that help ensure data integrity and confidentiality. For a detailed overview of the security features of the Connect Platform, please refer to the **quick reference guide**.

Addressing a misconception: instrument connectivity

A common misconception about Services Central is that it requires instruments to be connected to the internet, potentially exposing sensitive data. Your instrument does not need to be connected to the internet or to Services Central for instrument information to be accessible in the platform. Services Central allows you to manage support regardless of connectivity, serving as a centralized hub for managing all of your service information. This includes requesting and tracking instrument service; viewing your instrument's service history, service reports, and manuals; managing your service plans; and more. This design helps ensure there is no direct access to instrument data, thereby safeguarding your scientific information.

Access control and administrative features

To further enhance data security and control, Services Central now has access control and administrative features you can use to manage service information for your instruments and
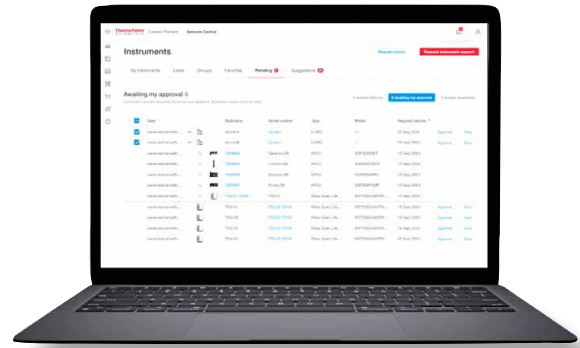
equipment. These features are particularly useful for managing key instruments that require restricted access. Here is how each feature works:

- **Access control:** Instruments can be placed under access control, which allows designated administrators to manage access permissions.

- **Administrator role:** The administrator has the authority to grant or deny access to specific instruments, so that only authorized personnel can add or manage restricted instruments in Services Central.

With these features, laboratories can maintain stringent control over their critical instruments and grant only designated individuals the necessary permissions to manage them.

Conclusion

Services Central on the Thermo Fisher Connect Platform provides a secure and efficient solution for managing scientific instruments. With advanced security features and robust access control features, Services Central helps ensure that your data and instruments are protected while facilitating a seamless instrument management and service experience.

* Supported instruments and equipment vary by region. Visit **thermofisher.com/servicescentral/instruments** to view what is supported in your location.

Learn more at **thermofisher.com/servicescentral**