Connecting equipment to the Wardmore service network

For hospital network and security teams. This guide explains how financed equipment connects for Continuity Assurance and Utilization Pricing, and what we ask of your network.

Two ways to connect

- Through the manufacturer’s remote-service network. Many beds and monitors already connect to their manufacturer for service. Where the manufacturer’s network supports it, Wardmore reads status and hours through that connection, under the manufacturer’s security controls. Remote functions for that equipment depend on a third-party maintenance network.
- Through a Wardmore gateway. A small appliance on a segregated network segment that collects status from enrolled equipment and sends it to the Continuity Operations Center over an outbound encrypted connection.

What the gateway needs

Item	Requirement
Network	A segregated segment or VLAN for medical devices
Outbound	TLS 1.3 to the Continuity Operations Center on port 443; no inbound connections
Power	Standard outlet or PoE+
Data	Device status, location, software version and hours of use only; no patient data

Approval

Nothing is connected without written approval from your network team. Your field asset specialist will send a connection plan for each unit before installation.