Implementation of FieldEZ for leading provider of medical systems

Executive Summary

Client

The Maquet brand provides a broad range of products and innovative treatment solutions and infrastructure functions to hospitals

Industry

Global provider of products and systems for healthcare and life sciences

Challenges

Manual data entry of Product Maintenance & Service Data, Technicians Expenses & Time Management

Solution

Implemented FieldEZ's order management, attendance & leave and location management modules across the company's Sales and Service groups
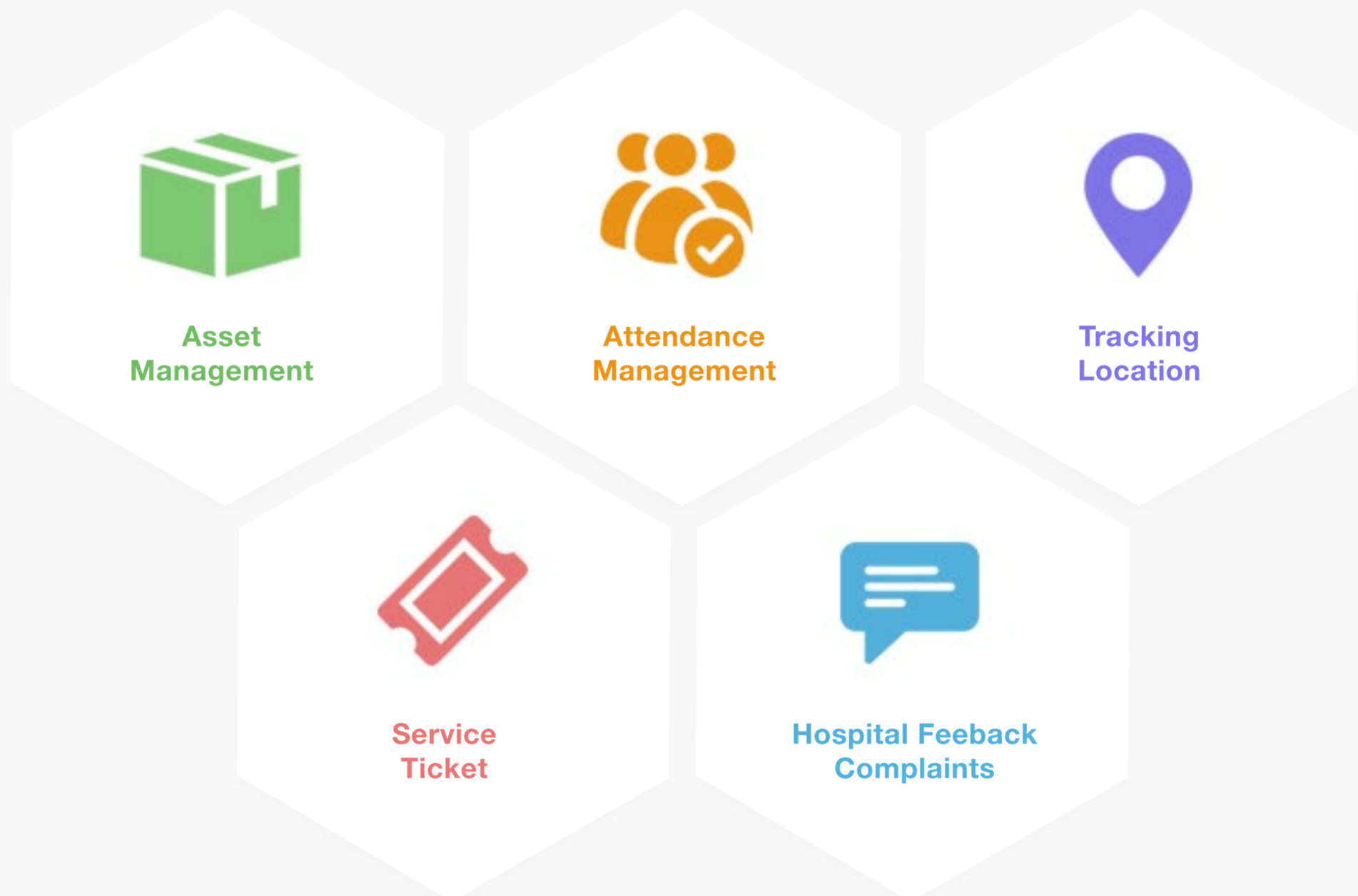
The Client

MAQUET
GETINGE GROUP

The Maquet brand provides a broad range of products and innovative treatment solutions and infrastructure functions for extremely demanding hospital departments, including operating rooms, hybrid operating rooms, catheter laboratories and intensive care units as well as intra- and inter-hospital patient transportation.

The group currently generates sales of more than SEK 30 billion. Production is conducted at facilities in Brazil, France, Canada, China, Germany, Poland, Sweden, Turkey, the UK and the US. In total, the Group has more than 15,000 employees in 40 countries.

Challenges

Manual data entry of Product Maintenance & Service Data, Tracking Technicians Expenses & Time Management, the use of MS Excel to track visits, scheduling maintenance activity, product service and customer complaints were leading to data entry errors as well as loss of data. Also, it was creating obstacles in scaling up the company's operations management. Moreover, the client had little insight in to the end-customer complaints and much of the information was not conveyed to the technicians.

The client had multiple business processes to be tracked which included:

Asset Management

Attendance Management

Tracking Location

Service Ticket

Hospital Feeback Complaints

The client had only MS excel to collect the above information. This in turn resulted in less efficient data collection, data redundancy and entry errors.

With no efficient system to track efficiency of field staffs, product maintenance & service was proving to be a big challenge.

FieldEZ Solution

Implemented FieldEZ's Asset management with the Hospital data base, through which the technician could create service calls and update the ticket in real-time. Facility to create new products & assets for hospitals as and when the hospital are provided new products.

The FieldEZ solution was implemented in a sequential fashion across the various field business teams including:

Equipment Database Management

Sales

Services

Travel Expenses

FieldEZ enabled the client to track the field staff's day-to-day work as well as provide real-time mobile location and attendance management. The field staff could also capture other information instantly like travel distance & expenses. Service ticket creation based on the existing equipment database as well as addition of new equipment's was also enabled, which helps the client to create tickets by referring the existing equipment details.

FieldEZ's offline data management capability also helped users update information even in low network coverage situations. Apart from the existing GPS technology for location management, mobile tower triangulation was also incorporated in the solution to minimize battery usage.

FieldEZ's solution for the client also included custom reports like Travel Expenses.

Implementation

The implementation included requirement gathering for one week and UAT spanning two weeks.

Hospital

🔍 Search Equipment   ➕ Add New Equipment

Service Call Creation

🛠 Service   ↗ Sales   🎧 Support

Custom Reports on Expenses

👆 Attendance   ✈ Travel Expenses

Results

After the successful implementation with the sales and service team users, FieldEZ application was quickly rolled out to the other teams. Adherence to attendance submission was 100% which greatly saved time for both manager and field staff.

Assigning of Service / Support calls to technicians became very flexible and time saving.

Capturing Travel Expenses data based on hospital visits enabled the manager to easily pull reports and approve the expenses claimed by the users. For the technicians it became even easier to update every expense details on the go.

As a result of all these improvements, including providing the customer with the ability to access complete service history, manage assets easily and easy access to use expense details, the customer saw a significant improvements in operational efficiency.