

# Case Study - Maquet

Implementation of FieldEZ for leading provider of medical systems



## Use case

**Global manufacturer of medical devices and services Installation and Service and Payment Collection**

## User base

Currently in

**Phase-1 : 105 users**

**Potential : 500 Users**

## Customer Profile & Application Area

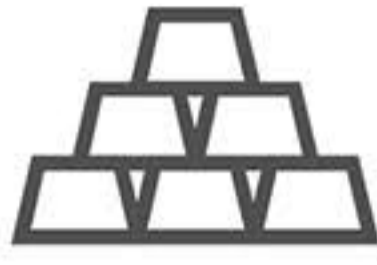
The Maquet brand provides a broad range of **products and innovative treatment solutions** and infrastructure functions for extremely demanding hospital departments, including operating rooms, hybrid operating rooms, catheter laboratories and intensive care units as well as intra- and inter-hospital 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 to MS excel leading to data entry errors as well as loss of data for Product Maintenance, Technicians Expenses, Track Visits, Product Service and Customer Complaints.
- Asset Management, Attendance Management, Hospital Feedback Complaints, Travel Expenses all the above mentioned tracked in MS excel this resulting in less efficient in data collection, data redundancy and entry errors.
- Hurdle in scaling up the company's operations management.
- The Insight on flow of end-customer complaints was not conveyed properly to technicians.
- Big obstacle is providing product service and maintenance with no efficient system to track efficiency of field staffs.

## Solution Overview



Implemented FieldEZ's Asset management with the Hospital database, which can create a service call in order to update Maintenance or service.



FieldEZ enabled the client to track the field staff's day-to-day work as well as provide Mobile Location, Attendance Management, Travel Distance and Expenses.



Service ticket creation based on the existing equipment database as well as addition of new equipment's, which helps the client to create tickets by referring the existing equipment details.



The FieldEZ solution was implemented in a sequential fashion across the various field business teams including - Equipment Database Management, Sales and services and Travel Expenses.



To minimize battery usage for field staff mobile tower triangulation were replaced with Existing GPS technology.



FieldEZ's offline data management capability helps user to update information in low network coverage area.

## Our technology helps to improve

|  |   |
|--|---|
| <p><b>↑ 36%</b></p> <p>improvement in First Time Fix Rate (FTFR)</p> | <p><b>↓ 17%</b></p> <p>Reduction in the travel time spent on each visit</p>                                       |
| <p><b>↑ 12%</b></p> <p>increase in jobs handled per technician</p>   | <p><b>&lt; 6 Min</b></p> <p>Time take between ticket generation and technician scheduling and acknowledgement</p> |

## Future enhancement and feature roll-out

- Option for automated ticket scheduling, based on numerous parameters including job skills required, technician availability, distance from job and workload
- Enhanced stock management capabilities
- Auto-route spare parts between multiple warehouses based on demand
- Possibilities for heuristics and machine learning auto-scheduling
- Closed system chat for enhanced data privacy and collaboration

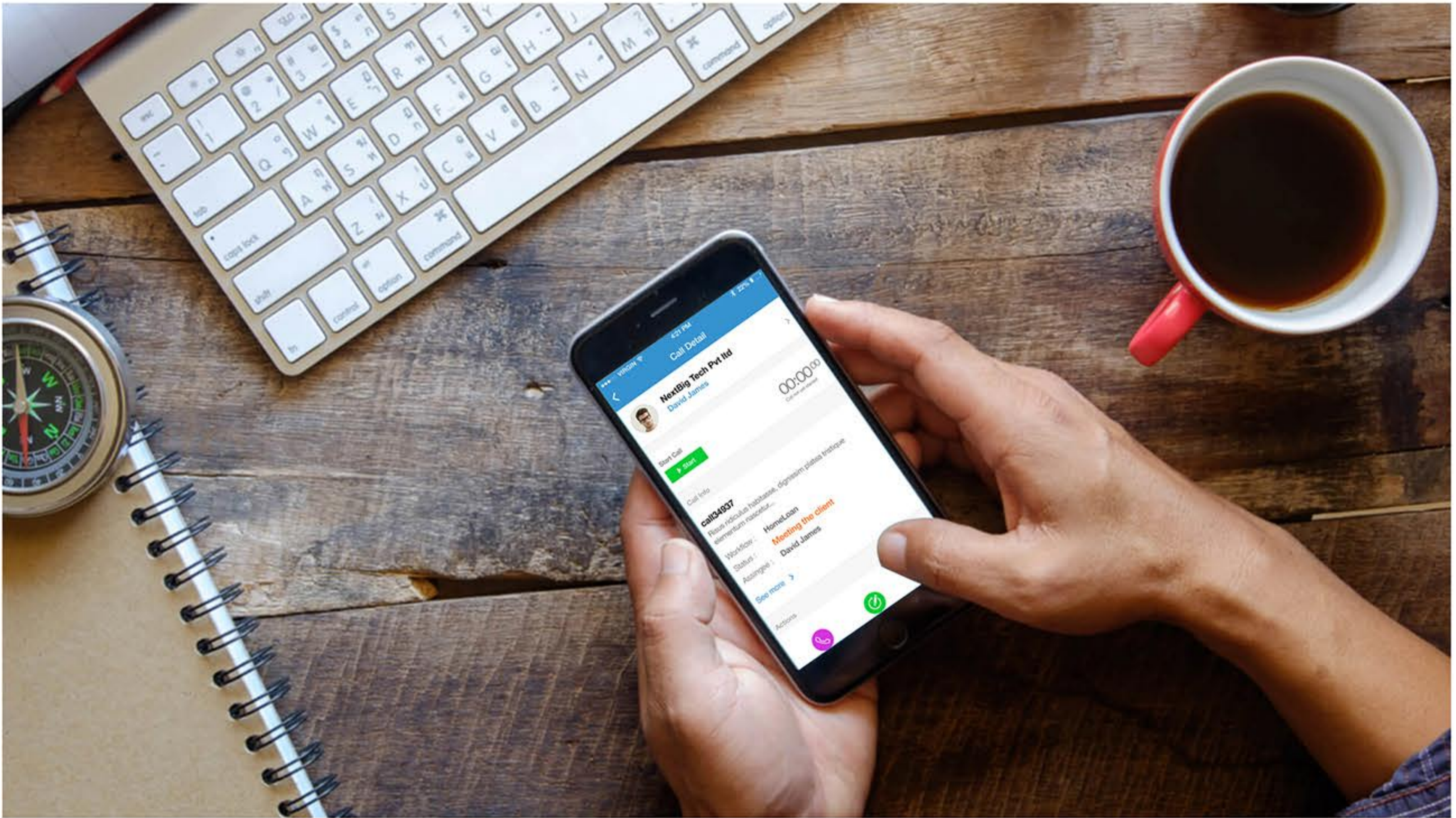
## Testimonials

*Our field service operations are really complex due to multi-skilled engineers, products supported, geographies covered and volume of jobs. But we have done seamless transition with FiledEZ solution and brought a paradigm shift in the field operations. FieldEZ has been one of the key winning points for us in many of the deals.*

### Ragesh Sukumaran

Head, Independent Platform Services  
Wipro Technologies





## **FieldEZ transforms customer's field operations and services**

FieldEZ's cutting-edge digital initiatives benefit numerous businesses across multiple industries to significantly enhance their business value, operational efficiency and customer experience. These industries include IT & Telecom, Healthcare, FMCG & Retail, Banking & Insurance, Consumer Durables, Real-Estate (Smart Cities) and E-Commerce.

FieldEZ collaborates at all levels of the customer organization to achieve sustained growth and deliver competitive advantage through its suite of advisory services and customized technology offerings.