

Operationalizing Data to Enable Real Time Management and Control

Challenge

A global medical equipment manufacturer based in the United States required real-time data capturing and analysis for operations and maintenance purposes. Extensive reporting tools, mobile deployment of solution, and intelligent service tracking were needed to improve operational efficiency and customer service. After contacting us, our experts worked closely with the client and delivered a customized and top-in-class solution using the modular **arc.ops™** platform to meet the company's needs within a time frame of 5 months.

Process

During the first round of consultations, our experts closely worked with engineers and senior management of our client. Our software team focused on the demands and needs of the end-users of the solution to maximize user convenience. The business and software experts designed a solution with various functions to meet the client's needs. These included:

- **On-the-go access with mobile device compatibility:** Ensuring compatibility with mobile devices and programmed with geo-location functions to allow engineers to easily service multiple clinics and hospitals
- **Collecting data from globally deployed assets:** Establishing a backend framework to collect, parse and organize data from medical devices located worldwide that are serviced by this manufacturer
- **Establishing an alert system to facilitate maintenance and improve response time:** Designing preset algorithms that are used to process critical information such as temperature, cycle times and pressure, as part of a comprehensive alert system
- **Intelligent alert system that suggests and recommends courses of action:** We deployed the **arc.ops™** Knowledge Web, a depository of corporate knowledge linked to events and triggers in the alert system. Then, event-based warnings were coupled with the relevant detailed to-do lists that enabled engineers to act quickly and intelligently
- **Smart work scheduling and communication functions:** By analyzing the global distribution of work orders through Arcstone's platform, management teams were able to optimize the working time of their maintenance crews and to distribute them according to their own client needs. Through using Arcstone's communications module, critical information could be readily and easily transferred between engineers and management.

From the first consultation to the delivery of the solution, the process took only 5 months. Arcstone's modular **arc.ops™** platform allowed for maximum customization to meet the needs and fit the practices of different enterprises, without compromising on the speed or quality of delivery. Extending from operationalizing data for day-to-day engineering and maintenance purposes, the client chose to utilize their data for corporate and management strategy through implementing the statistical and reporting modules provided by the **arc.ops™** platform.

Result

The client achieved effective and real-time management and control via Arcstone's operationalization of unstructured data for day-to-day business purposes. The tangible benefits of Arcstone's solution to this client include:

- Customized reporting tools that cut down on weeks of man-hours spent on searching through poorly organized databases
- Enabling immediate and appropriate response to real-time alerts through monitoring real-time readings that are screened by preset programs and enabled with conditional alerts and relevant tagged knowledge information
- Analytical tools to read and perform statistical calculations for process optimization and preventative maintenance
- Fully integrated with touch-pads and mobile devices for on-the-go access conducting on-site device maintenance
- Communication units between management and engineers to set work orders, track customer service records and improve quality of correspondence

About **ARCSTONE**

Arcstone was founded to revolutionize the way data is utilized in enterprises. Giving purpose and meaning to data is fundamental in bringing an enterprise closer together. We provide management and workers an intuitive and powerful solution for running their day-to-day operations while also being able to forecast and plan for future growth.