

## HOW TO MAXIMIZE

# Time-Savings, Cost-Savings, and Customer Satisfaction with IoMT

For service teams, the cost of customer downtime—planned or unplanned—extends the cost of dispatching a technician. Downtime impacts customer production, quality, schedules—and patient treatments. Customers have long memories at service contract renewal time. That's why it's in every service team's best interest to prevent downtime and maintain high customer satisfaction whenever possible.

But keeping ahead of downtime and on top of customer needs is costly. It takes time sunk into getting the right service information, costly travel for even the slightest issue, and labor-intensive medical device repairs that might involve back-and-forth visits to determine the right tools and strategy.

Today's Internet of Medical Things (IoMT) solutions are creating new ways to reduce the costs associated with delivering high-quality medical device service. And customers are noticing—80% of service decision-makers say emerging technology is changing customers' expectations of service organizations, and 82% of service decision-makers say customer service must transform to stay competitive. With today's transformative IoMT technology, you can stay competitive and even exceed your customers' high expectations to improve patient outcomes while driving internal cost-savings.



- Salesforce State of Customer Service Report, 2019

"Customers want to feel like their experience is still of importance to the brands they do business with, even post-sale. This can take the form of a caring and accessible customer service provision, as well as ongoing service and maintenance from the moment the sale is completed right through the entire lifespan of the medical device."

- ["Customer Centricity Is Changing the Medical Device Industry"](#),  
Field Service Medical blog

## Time-Savings that Lead to Cost-Savings

The old adage that time equals money is especially true for service teams. Real-time, reliable medical device data access saves technicians time, which enables them to handle more issues and support more customers—freeing up resources for more robust service contracts and initiatives.

### How to Save Time with IoMT

The IoMT reduces time-sunk costs by ensuring that technicians always have the information they need for maintenance insights, right at their fingertips. They can monitor medical devices, regardless of location, through real-time, automated data streams. Technicians can focus on analyzing service data—trusting that it's accurate and timely—instead of spending time collecting data from the field. Service teams always have the information they need to make timely decisions about increasing efficiency, performing repairs, and preventing customer downtime.

"Lack of field service efficiency increases the amount of time the customer is stuck with a non-performing asset, thereby increasing the amount of time that the customer isn't generating revenue from that asset, as well as increasing the amount of time that the customer has to appease his/her own customers. All this eventually leads to lower renewal rates and ultimately customer loss."

- "First-Time Fix: The Underappreciated Field Service Metric,"  
*Field Technologies Magazine*

### PROVEN COST-SAVING RESULTS

Varian Medical Systems, Inc., a leading integrated cancer therapy system manufacturer, turned their time-savings to cost-savings with IoMT.



Response time cut from  
**4 hours to 2 hours**



**8-12 hours** of treatment time saved  
for each service visit avoided

Source: [Varian case study](#)

## Travel-Savings that Lead to Cost-Savings

Travel is one of the costliest drains on a service budget. From the technicians' labor and travel time to the travel costs, it all adds up quickly—especially when imperfect and incomplete information causes multiple visits per call. Minimizing travel saves internal costs while improving customers' trust that your devices are reliable.

### How to Save Travel Costs with IoMT

IoMT-based remote condition monitoring and analytics enable technicians to anticipate device maintenance, improve planning for scheduled downtime, and prevent unplanned downtime as they can perform predictive, instead of reactive, service.

Using the IoMT, technicians can resolve more service issues remotely, which drastically decreases travel and downtime. IoMT enables remote software maintenance updates without the need for on-site service, reducing the number of outages related to software. Remote data monitoring improves service teams' ability to proactively address and prevent service issues before they require travel—or worse, cause customer downtime.



### PROVEN COST-SAVING RESULTS

With IoMT, service leaders' truck roll savings include:



Calibration-related **downtime reduced 92%**

Source: [ZEISS case study](#)



**Unplanned downtime reduced** for 28,000 devices

Source: [Varian case study](#)

## Labor-Savings that Improve Customer Satisfaction

On-site device repairs traditionally require a lot of labor, as technicians work to diagnose issues then ensure they understand what's needed to correct and prevent similar future repairs. Enabling more effective and informed hands-on maintenance lowers internal costs while raising customer satisfaction and improving patient outcomes.

### How to Save on Technician Labor with IoMT

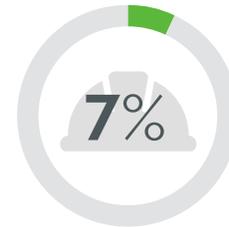
Remote maintenance is the ideal—but when travel is needed, dispatched technicians have the accurate IoMT-based data they need to best prepare for each unique service call. With remote diagnostics, technicians can assess root causes of issues and arrive on-site with the right tools, parts, and repair plans. They can also seamlessly communicate medical device data back to the service center, enabling remote assistance on site for specialized service. Altogether, this improves operating efficiencies for customers and gives technicians more informed knowledge at the point-of-service, saving them from labor-intensive surprises in the field. And it saves customers from lengthy service calls that extend downtime even further.

"A commonly cited reason for not fixing a problem the first time is because the technician does not have the right equipment or skill set. In fact, parts unavailability was by far the most cited complaint by customers, as reported by 51% of field service executives."

- [3 Methods for Improving First-Time Fix Rate](#),  
Click Software Blog

### PROVEN CUSTOMER SATISFACTION KPI RESULTS

With IoMT, service leaders' savings for on-site costs include:



**7% improvement** in **first-time fix rate (FTFR)** in 13 months

Source: [Zeiss case study](#)



**50% reduction** in **mean time to repair (MTTR)**

Source: [Varian case study](#)

## Learn More About Reducing Medical Device Service Costs While Improving Customer Service

An IoMT platform reduces the cost of delivering the best service to your customers. Learn how IoMT will help you directly combat and correct customer downtime, increase customer satisfaction, and drive impactful internal cost-savings.

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