



## ThingWorx delivers business transformation to Sysmex®

Sysmex Corporation

Sysmex Corporation is a global manufacturer of blood and urinalysis medical equipment, selling to 48 companies in 29 countries. Sysmex America distributes and supports automated in vitro diagnostic hematology, coagulation and urinalysis analyzers, reagents and information systems for laboratories and healthcare facilities throughout the Western Hemisphere.

## A smart, connected product journey for sysmex

Sysmex began its connected product journey in 2005, implementing basic communication to its field instruments for remote monitoring. This first step allowed the company to provide a remote service offering to approximately 66% of its total customer base, resulting in maximized instrument uptime and service efficiency.

As the business matured, Sysmex realized there was even more value in the data available from its remote instruments. The intense competition in the medical device market, especially in the U.S. where Sysmex is a leader in their market space, demanded a higher level of customer service and internal operational efficiency. However, with its existing technology infrastructure, the company was unable to turn its connected product data into meaningful business value and deliver the value-added services that it needed to stay ahead in the market.

## Achieving connected product maturity with ThingWorx

Realizing that the key to business transformation was being able to unlock the value in the data it was collecting, Sysmex took the next step in its connected product maturity by selecting the ThingWorx platform. As well as providing the necessary security and auditing capabilities the ability to integrate ThingWorx with other enterprise systems, such as CRM, places the Internet of Things (IoT) platform at the core of Sysmex's integrated connected business infrastructure.

With ThingWorx, Sysmex was able to achieve next generation service and connected product capabilities, including:

- Direct, real-time instrument connection for delivering next-generation service and support
- Rapid problem resolution through enhanced collaboration and better use of remote and systems data
- Ability to rapidly build value-added applications

Using ThingWorx has allowed Sysmex to put its energy into value added applications that utilize the remote instrument data. The company is able to rapidly deliver value-added applications that pull out instrument data in real-time and seamlessly integrate it into Sysmex's existing business processes.

The rapid application development capabilities of ThingWorx were evident from the start with Sysmex. Within the first few months, Sysmex was able to build its first application using ThingWorx, and its business has progressed forward since then.



ThingWorx is touching every aspect of our business. It is transforming the way our business works."

Steve Postma,  
Director of Technical Service Systems at Sysmex

## ThingWorx - Transforming business process throughout the sysmex enterprise

Today, the instrument data that Sysmex is collecting is being used to create positive impact in several different areas of its business. Customers now expect to see improved equipment uptime because Sysmex is able to achieve faster decision response time, and also expect to see improved labor utilization through collaborative information exchange. Furthermore, the data Sysmex is collecting seamlessly integrates into its entire business. For example, capturing cycle count on an instrument is not only being used for tracking evidence of required maintenance, but also used to trigger automatic consumables replenishment, tracking contract adherence, as well as used to offer innovative new usage-based billing agreements and tracking how customers are using their instruments for potential up-sell opportunities.

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If a customer gets created in our CRM system or one of our instruments gets shipped to a customer, that data automatically gets created in our ThingWorx platform.”

Steve Postma