

USE CASE

Installation

A global medical technology manufacturer of medical devices used in interventional medical specialties turned to TrueContext for assistance with challenges with its installation procedures.



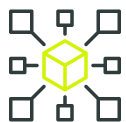
- ✓ Support across geographies
- ✓ Expanded capabilities
- ✓ Full traceability of data
- ✓ Better compliance & audits
- ✓ Seamless integration
- ✓ Custom app management
- ✓ Heightened productivity

COMPLEX SPECIALIZED DEVICES

Each device is complex and requires extreme precision to install with a unique multi-step process. The company wanted a solution to standardize, support and scale complex installation checklists.

GLOBAL WORKFORCE WITH DIVERSE EXPERIENCE

With hundreds of techs working in 28 countries over four continents, the medical device manufacturer required a scalable solution for digital enablement. The solution needed to scale complex checklists across iOS and Windows devices in multiple languages.



The challenge

STRICT COMPLIANCE REQUIREMENTS

Each medical device is regulated by laws that are often revised by governing bodies across various countries. In addition, each device is uniquely configured based on specific compliance rules, such as calibration thresholds. The company needed a solution that could be scaled across multiple jurisdictions while meeting the strict regulatory requirements of each country.

NEED FOR SOPHISTICATED CHECKLISTS

The medical device manufacturer required a digital solution that could capture rich data on-field, incorporate training materials and support complex checklists with decision trees and conditional logic.

Outcomes

With TrueContext, the global medical device manufacturer has dramatically improved its installation capabilities. They have generated positive business outcomes in several key areas:

▶ SUPPORT ACROSS GEOGRAPHIES

The medical device manufacturer has deployed over 40 unique forms in the past six months, with each form now built in English and German. The company is in the process of deploying TrueContext in 17 other languages throughout the world.

▶ EXPANDED CAPABILITIES

TrueContext has empowered the company to scale its installation checklists to hundreds of field technicians globally. Hundreds of techs have successfully installed over 2,000 complex medical devices in the past six months. Devices are installed within the allotted timeframe while maintaining the company's high standards for customer service.

▶ FULL TRACEABILITY OF DATA

Complex checklists help the medical device company accurately capture data across various product lines and geographies. With automatic date and geo-location stamping, TrueContext ensures the data recorded is traceable. Each form is enabled to capture technician and customer information to ensure accountability.

▶ COMPLIANCE AND AUDITS

TrueContext keeps the company compliant with GxP guidelines to ensure all data captured in the field meets the unique regulatory requirements of each country it has a presence in.

▶ SEAMLESS INTEGRATION

The company now limits what forms are shared with techs by leveraging customized app management processes. Employees access only the most current version of a form, avoiding any confusion or potential errors.

▶ HEIGHTENED PRODUCTIVITY

TrueContext's ability to securely capture information offline helps hundreds of field service engineers successfully install complex medical devices in remote locations with poor internet access.



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