truecontext

Preventive Maintenance

A Fortune 500 medical device manufacturer turned to TrueContext for assistance in transforming its preventive maintenance practice.

TRUECONTEXT.COM

- ✓ Cost saving through efficiency
- ✓ Reduced mistakes
- ✓ Speedy deployment
- ✓ Better compliance & audits
- ✓ Faster quotes for better CSAT
- ✓ Unified use cases

COMPLEX, MULTI-STEP PROCESS

Each device has multi-step standard operating processes that field service technicians are required to recognize and follow. The company wanted to standardize its comprehensive checklists for use by techs of any skill level.

LACKED ROBUST, MEANINGFUL ANALYTICS

The company needed the right analytics and reporting tools to gain actionable insights.

The challenge

SCALABILITY

With over 20,000 employees spread across 70 countries, the organization needed a scalable solution that could be rapidly deployed across various geographies.

STRINGENT COMPLIANCE REQUIREMENTS

The company was required to comply with complex regulatory requirements established by different authorities across multiple countries.

INFLEXIBLE SYSTEMS

The manufacturer's field services operation still relied on manual processes such as paper or semi-digitized forms, resulting in potential errors and improper version control.

> The biggest benefit for our field engineers was they didn't have to enter the data that's already in ServiceMax because TrueContext can pull it automatically. In addition, all our service test procedures are now automated and the data gets automatically sent to a database when a Field Engineer completes their service work. That alone is saving us 15 minutes per case.

GLOBAL SYSTEMS DEPLOYMENT LEAD
FORTUNE 500 MEDICAL DEVICE MANUFACTURER

Outcomes

With TrueContext, the Fortune 500 medical device manufacturer has improved its field services operations specifically for preventive maintenance and inspection. They have generated positive business outcomes in several key areas:

▸ COST SAVING THROUGH EFFICIENCY

TrueContext helped the company's field services team become more efficient by eliminating repeat work, saving over 15 minutes per case or approximately $700K. Better preventive maintenance means the improved extension of asset lifetime and service call efficiency.

▸ REDUCED MISTAKES/DATA INTEGRITY

The company now relies upon mistake-proof data entry and can easily find gaps in their processes. The organization is able to deploy calibrated tools into their process while making sure the forms are designed according to the exact steps and validation process used. Features like automatic geo-stamping means they can maintain data traceability easily.

▸ SPEEDY DEPLOYMENT

Using TrueContext's visual, low-code solution, the company has built and deployed over 99 unique forms, including 20 which are related to preventive maintenance. So far, there has been over 7,000 unique submissions, of which nearly 2,000 are directly related to preventive maintenance and testing.

▸ COMPLIANCE AND AUDITS

TrueContext's built-in security features such as SOC 2 compliance, pass-through handover, digital signature, GPS location tracking, etc., help the organization meet changing regulatory needs. It's easy to meet traceability, accountability, and data integrity standards needed to offer aftermarket services aligned with GxP guidelines and FDA Part-11 ERES compliance. Additionally, it makes it easy to maintain quality control standards such as ISO 13485 and The Joint Commission (TJC) guidelines.

▸ FASTER QUOTES FOR BETTER CSAT

Before TrueContext, the team would spend time on emails and calls back and forth to populate Excel, Word, or PDF forms. For example, the company had a list of corporate accounts in an Excel spreadsheet which was not tracked in their system of record and was labor-intensive for inside sales to maintain. With TrueContext, the field services team now gets professional forms that require a minimum set of data to be closed.

▸ UNIFIED USE CASES

While the organization was using TrueContext to modernize their preventive maintenance workflow, it's not the only use case they are using TrueContext for. They are also using the solution for installation, repairs, and training. These all work together to streamline their entire field services operation and optimize the workforce. For example, using TrueContext to train field technicians means they can effortlessly adopt standard operating procedures (SOP) to complete service work orders in the field without having to learn using multiple tools or processes.

SEE TRUECONTEXT IN ACTION **BOOK A DEMO**