

## USE CASE

# Repair

A global medical technology company turned to TrueContext for assistance with challenges it faced in executing work and generating revenue from its repair depot.



- Standardized procedures
- Increased revenue
- Improved workflow
- Data traceability

### COMPLEX DEVICES REQUIRE PRECISE REPAIRS

An average work order takes several days to complete, including decontamination, evaluation, repair, quality control, and quality analysis. The company wanted to provide techs with detailed service work order forms and complex checklists to perform precise repair operations.

### LIMITED PROFITABILITY

Despite billing customers for repairs performed per device, the company's repair depots were not profitable. It sought a solution that would easily calculate total repair costs and bill customers promptly to increase the company's revenue-generating potential.



# The challenge

### POOR REPAIR MANAGEMENT

When devices were shipped from global locations, key components were often missing. Technicians had to order parts, perform complex repairs, coordinate return logistics, and loan temporary products. To ensure a seamless repair workflow, the company wanted to add intelligent automation to forms.

### COMPLEX REGULATORY REQUIREMENTS

Each medical device has specific compliance rules from different authorities across various countries. Frequent changes to regulatory requirements meant the company needed a solution to create standardized checklists to be scaled across multiple countries easily and quickly to meet complex regulatory requirements.

### MULTIPLE SOLUTIONS IN USE

A mix of paper forms and multiple software solutions prompted the company to search for a digital solution that integrated seamlessly with their existing platforms and eliminated paper forms.

# Outcomes

With TrueContext, the global medical technology company has improved its depot repair process. They have generated positive business outcomes in several key areas:

## ▶ **STANDARDIZED PROCEDURES**

TrueContext has helped the company standardize and scale repair processes at depots across the United States. It has seen the successful adoption of service orders for Singapore and is in the process of scaling service work orders into Asia, Europe, and additional countries.

## ▶ **INCREASED REVENUE**

The company uses TrueContext to send highly detailed invoices to customers. It is also empowered to easily measure and analyze depot-specific performance metrics and profitability, resulting in the ability to manage expenses better and increase revenue gained from repair services.

## ▶ **IMPROVED WORKFLOW**

The technician's in-depot workflow has been digitally transformed. They can now easily coordinate return logistics, provide product loaners, and order parts to successfully complete repairs. Techs can now receive, tag, and differentiate the devices they've received using a single form.

## ▶ **DATA TRACEABILITY**

Technician accountability and data traceability is ensured by empowering the company to customize the edit option of deployed forms specifying when techs do not have permission to edit sent forms.



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