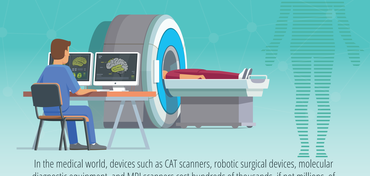
Data Analytics for the MEDICAL DEVICE INDUSTRY



In the medical world, devices such as CAT scanners, robotic surgical devices, molecular diagnostic equipment, and MRI scanners cost hundreds of thousands, if not millions, of dollars, and generate tens of thousands of dollars in daily revenues.

With so much at stake, it is essential that manufacturers and end-users keep these technology intensive equipment at maximum uptime and efficiency.

The Challenge for Medical Device Manufacturers

Medical device manufacturers need to improve the following areas:

Usability

Understand how the system is actually being used to teach customers how to better use the equipment, how to better train technicians, and how to better plan future purchases.

Serviceability

Monitor the overall health of systems and get insights on how they can be better maintained in the field.

Product Intelligence

Analyze how customers are using various features in order to provide value for R&D and Product Engineering.

Medical devices contain valuable data related to usability, serviceability, and overall product intelligence. Unfortunately, this data is often hidden deep within machine log files.

Is Do-It-Yourself (DIY) Analytics a viable option?

Attempting a DIY analytics solution is extremely challenging due to the types of machine data involved. Medical devices produce not just simple sensor data, but complex procedural data as well.

Simple Sensor Data:

Machine sensor readings such as:

- Internal/external ambient temperatures
- CPU temperature
- Fan speed
- Voltage
- Current
- Battery levels

Procedural Data:

Data stored in complex event logs such as:

- Exams per day
- Type of exam
- Hours of operation
- Length of study
- Idle time between exams
- Software usage
- Number of key presses per exam

Given the type of machine data involved, including the time required to ingest, parse, and transform that data into a usable format, a DIY analytics solution will take too much time, effort, and resources to implement.

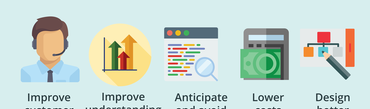
A Complete End-to-End Analytics Solution

Glassbeam is a complete, end-to-end machine data analytics solution that can help medical device manufacturers and their customers maximize product performance by tapping the power of machine data.

Glassbeam is not just limited to simple sensor data, but also incorporates the processing and analysis of complex procedural data.

Glassbeam transforms complex machine data into business insights.

Improved Outcomes



- Improve customer service
- Improve understanding of product performance
- Anticipate and avoid problems
- Lower costs
- Design better products

Where Glassbeam Fits

Service/Support

Transform your Service/Support Operations and drive value for your business and customers.

Product Intelligence

Run analytics on your installed base. Build insight-driven product roadmaps based on install base analytics.

Service Revenue Generation

New revenue opportunities through value-add services. Drive value for end-users with improved utilization and user experience.

Customer Usage Management

Deliver product usage details to your customer through rich machine and product intelligence.

glassbeam

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