



RENOVO Glassbeam Partnership

Onboarding AI/ML solution drives machine uptime to 99.9% for Independent Service Provider in Healthcare Technology Management

Executive Summary

The partnership allows healthcare providers to leverage the full power of the Glassbeam Clinsights application suite to intelligently optimize service and utilization programs across a heterogeneous fleet of medical equipment comprising different modalities and manufacturers, while significantly improving the delivery of patient care and customer satisfaction.

- **Remote Monitoring:** consolidated data from multi-vendor to manage multi-modality fleet
- **Predictive Maintenance:** proactive and predictive alerts to avoid unplanned downtimes
- **System Health Dashboard:** Differentiated monitoring and analytics offering to maintain the legacy and add new logo business

RENOVO Solutions leverages the power of the Glassbeam Clinsights application suite to optimize services and utilization across a heterogeneous fleet of medical equipment.

“The ability to proactively and predictively manage CT and MR equipment maximized clinical uptime, which is so crucial to our client’s patient-centric business mission. Glassbeam Clinsights remote monitoring and analytics offerings are not only key differentiators for us against the competition, but also assures the highest decile imaging equipment uptime for our highly valued client base.”

AI Moretti

Vice President

Advance Imaging and Radiation Oncology

The Problem

As a nationally renowned independent service provider in Healthcare Technology Management (HTM), RENOVO Solutions needed a technology platform to enable early detection of the machine and part failures while also uncovering deeper insights to advise its customers on improving machine utilization. Glassbeam Clinsights solutions automated RENOVO Solutions’ medical equipment service processes to address:

- Unplanned machine downtime leading to significant disruption in patient flow
- Inability to properly diagnose machine issues due to lack of remote monitoring & management tools
- High costs & variability in parts replacement budgets

Before the Glassbeam Clinsights solution everything was all in a manual process. Manual being having to mine data from our service history of the equipment, mostly through our computerized medical management system states AI Moretti, Vice President, Advance Imaging and Radiation Oncology.

Clinical engineering and imaging operations lacked visibility and predictability into machine performance which drove

a high degree of reactivity. Equipment failures caused downtime that impacted the patient.

Our competitors, the original equipment manufacturers (OEMs) offered the ability to centrally manage their respective machines at our customers’ sites, but the cost and limitations of these programs are limited to their specific modalities. Our organization needed to manage uptime and utilization from a centralized console, as a fleet-wide view, across all OEMs and modalities, and most importantly benefit from data collected from multiple endpoints to anticipate and prepare for failures.

Business Challenge Summary

- Needed consolidated data from multi-vendor to manage multi-modality fleet
- Sought proactive and predictive alerts to avoid unplanned downtimes
- Needed to fend off competitive threat with monitoring and analytics offering differentiation

The Solution

Glassbeam Clinsights solutions make it easier to automate our medical equipment service processes and empower the national workforce. The solution brings the full power of proactive and predictive maintenance for our customers' clinical engineering and biomedical teams who are tasked with intelligently managing and servicing multi-modality medical equipment. "A lot of our growth is organic growth or same-store growth with evolving new opportunities. This solution allows us to grow the business without the previous significant competitive threat," says Al Moretti.

The Glassbeam solution for the Service analytics market is powered by artificial intelligence and machine learning shifting the economics of our customers' facility's machine downtime ratios between unplanned and planned windows. "Prior to putting Glassbeam Clinsights solution in production, we were being significantly challenged with the legacy base when renewal of contracts would come around. We knew we would always be challenged unless we had a solution to fill the gap," reports Al Morretti.

The Results

Business Challenge Summary

- Expanded Glassbeam Clinsights application suite to 150 customer locations in 35 states nationwide
- Automated medical equipment service processes
- Trained all clinical engineering and biomedical teams to intelligently manage and service multi-modality medical equipment from a single pane of glass

Machine Learning examples:

- Predictive maintenance with part failure prediction
- Proactive maintenance with anomaly detection
- Proactive maintenance with suspicious event detection

"We want to be on the leading edge, we want to track support cost and differentiate our service against OEMs. I can confidently say we are in a position to do just that with the Glassbeam solution in place."

"When we present Glassbeam technology to our client base we can speak specific terms about maximizing uptime which is highly important to our clients. When you are an equipment owner there is nothing more important than knowing that the vendor, they're dealing with is unbiased and neutral. From our vantage point, Glassbeam is the only vendor-neutral technology of this type in the market."

Al Moretti

Vice President

Advance Imaging and Radiation Oncology

About Glassbeam

Glassbeam is disrupting the status-quo as a comprehensive fleet-wide analytics solution for analyzing machine uptime and utilization data in a single pane of glass. We are the premier machine data analytics company bringing structure and meaning to complex data generated from any connected machine in the Industrial IoT industry. Our next-generation cloud-based platform is designed to transform, analyze, and build Artificial Intelligence applications from multi-structured logs, for proactive/predictive maintenance. We proudly partner with Smart hospitals to provide a true competitive advantage in the delivery of care.



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