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Delivering fleet-wide predictive analytics on improving machine uptime using Glassbeam Clinsights™

Learn how a leading medical equipment managed service provider in North America increased asset utilization by 20% and avoided revenue leakage of $80,000 per machine per year at its customer sites.

The Challenge

Agiliti, the medical equipment management and services company, currently serves 7,000 national, regional, and local acute care hospitals across the U.S. With over 800,000 units of medical equipment managed by its clinical engineering teams, Agiliti was looking to efficiently monitor the utilization of the hundreds of various machines and seek a data-driven approach to optimize the maintenance operations.

Agiliti has a long history of running its Equipment Value Management (EVM) services that helps its customers to reduce the maintenance cost of their equipment and streamline operations. Its primary challenge was to unlock the power of predictive analytics to elevate the EVM service offerings from a dispersed, reactive service to a cohesive, proactive service using real time machine data analytics.

The other challenge was to support zero disruption of services at some of the largest healthcare facilities in the southern California. Agiliti's field engineering teams needed to respond rapidly with precise knowledge of the root cause, for instance, to machine downtime, before showing up on site.

The Solution

Agiliti chose Glassbeam Clinsights™ as the Artificial Intelligence & Machine Learning (AI/ML) powered cloud-based analytics solution to meet equipment SLAs, decrease management costs, predict equipment part failures, and efficiently engage using a single pane of glass to manage all its customers at geographically dispersed sites.

Daily Email Alerts
Clinsights provides daily email alerts to Agiliti engineers on the health of all MRI and CT Scanners grouped by different customer sites. The staff now gets alerts each time a magnet pressure or helium level is going out of bounds against set thresholds. Similarly, a CT Scanner email alert allows Agiliti engineers to check on the life of the x-ray tube by observing an abnormal number of arcs and aborts happening during a specific period of time.

Environmental Sensor Analytics
All Agiliti sites are equipped with environmental sensors deployed as part of Glassbeam's CLEAN™ (Clinical Engineering Analytics) blueprint. The data is analyzed every few minutes in the cloud and results are displayed in a dashboard to monitor compressor power, room temp/humidity, and chiller water temp in/out. All telemetry data is analyzed, correlated and displayed alongside machine log data.

Predictive Analytics
All dashboards at Agiliti sites are powered by AI/ML to predict part failures, including CT tube failures, to minimize unplanned downtime. The analysis is also applied for anomaly detection to identify early warning trends and that in return automates the tasks of field service engineer in defining lower and upper bounds of specific thresholds. Thresholds can be manually adjusted if required.

The Impact

Reduced Overall Costs

Managing costs is a critical part of Agiliti's business value to its customers. Glassbeam Clinsights analytics platform has helped decrease Agiliti costs of servicing each asset by well over 20%. This provided them the unique ability to proactively manage their customer sites that house multiple modalities such as MRI and CT scanners from multiple manufacturers such as GE, Siemens, Phillips, etc.

Reduced Downtimes and Increased Utilization & Revenue

Clinisights is used to provide continuous status and predictive analytics on key components such as compressors, chilled water supply, shield temperature, and helium level. As an example, a 30%

cryogen loss can cost $15K and downtime can cost more than $2,000 per hour and a quench event can take days to recover from. By using Clinsights capabilities, Agiliti has reduced their unplanned machine downtimes, and the utilization of the equipment has increased by 20%, therefore avoiding a potential revenue leakage of $70,000 to $80,000 per machine per year, for their CT and MRI machines.

Ease of Management & Single Pane of Glass

Agiliti's ability to view the aggregate events, alerts, and manage imaging assets in all of their 40+ facilities through Clinsights SaaS platform, has resulted in providing a comprehensive operational view across the organization, functions, and location, whether it be the field engineer or departmental head at a customer site.

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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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