

A piece of light brown paper with the word "Welcome!" written in a cursive, black ink font. The paper is placed on a dark, textured surface, possibly a desk, surrounded by various objects like a pen, a glass of water, and some greenery.

IoMT - Use Case Workshop

SyroCon AG, Eschborn

IDENTIFIZIEREN SIE

NUTZENSTIFTENDE USE CASES

FÜR DIGITALISIERTE & EFFIZIENTE
SERVICE-PROZESSE



Pain Points



Use Cases



Feasibility



Added Value



Result



Interaktiver Part 1 – Brainstorming

Pain Points, Handlungsfelder & Wünsche

Pain Points



Themencluster aus den Pain Points:

- Datenübertragung & Datenkollektion
- Software Updates
- **Auswertung technischer Daten**
- Konfigurationsmanagement
- Service Optimierung

Example: Use-Cases & Personas

CLINICAL CARE PROVIDER



Role: Doctor/ Asset Manager

Needs: Needs all information for reporting and planning
Needs to upload patient data to the cloud

Key Use Cases:

- View operational KPIs,
- Utilization & performance tracking
- Reliable access to patient data



Role: Clinical User / Nurse

Needs: Needs reliable access to device operation.
Needs to provide diagnostic access for Service

Key Use Cases:

- Status of utilization, consumables
- Perform online trainings
- Allow access to remote diagnostic



MAINTENANCE SERVICE PROVIDER



Role: Service Manager

Needs: Needs to be informed about SLAs violations
Needs to know “his” devices uptime

Key Use Cases:

- Assign technicians to incoming (automatic) incidents
- Initiate maintenance tasks due to predictive events



Role: Field Service Engineer

Needs: Needs to repair the equipment in case of incidents.
Needs to meet the availability of devices due to SLAs

Key Use Cases:

- Check soft- and hardware versions
- Check events of the device
- Check detailed log information
- Information when a preventive maintenance is necessary



COMPANY



Role: Product Line Manager

Needs: Needs customer & usage information for new innovative products

Key Use Cases:

- Transparency on installed base
- Unique Device IDs



Role: R&D Quality Manager

Needs: Product usage patterns and lifetime data could help to optimize quality, easy transmission of updates

Key Use Cases:

- SW and FW configuration management
- Real-world feedback into R&D, PM, QM

ROI AND TCO – TO CALCULATE THE BUSINESS CASE

