

# **IDENTIFIZIEREN SIE**

# **NUTZENSTIFTENDE USE CASES**

FÜR DIGITALISIERTE & EFFIZIENTE

**SERVICE-PROZESSE** 



Result

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**Feasibility** 



**Use Cases** 

**Pain Points** 

**Added Value** 





Themencluster aus den Pain Points:

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

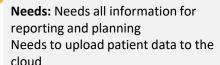


# Example: Use-Cases & Personas

### **CLINICAL CARE PROVIDER**



# Role: Doctor/ Asset Manager



### **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**

On the pay-side of the business case are the savings in service processes due to

- + Fewer incidents
- + reduced travel times
- + a higher first-time-fix rate and additional revenues due to
- and additional revenues add t
- + service contract products
- + digital products like insights for customers

### On the cost-side we have

- capital expenses (CAPEX) for implementing and integrating the system
- operational expenses (OPEX) for running the system once it is in production

