GAINING VALUE THROUGH IOT, DATA AND PROACTIVE SERVICE

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A NEW DATA RESOURCE

- Traditional Sources of Data
  - Service History
  - Sales History
  - Inventory Counts
- Product Data
  - Operations Summaries (2007+)
  - Sensory Data (2011+)
- Today, *reactive to proactive* approach
  - Enabled by Big Data and Analytics tools

EXTRACTING VALUE

- Predictive and prescriptive actions. Measures of success include:
  - Service (Up-time, FTFR)
  - Customer Efficiency (Satisfaction, Utilization rate)
  - Product Development (Performance, Quality)
  - Sales (Upsell, Cross-sell)
  - Manufacturing (Failure rate, Recalls)
- ThingWorx Analytics, R

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CHALLENGES FACED

- Legacy Equipment
- Siloed Departments
- Cultural Change
- Emerging Industry
- FDA Validation

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- Real-time remote monitoring of STERIS equipment
  - 1000s of devices spread over 400 hospitals
- Custom Alert notifications indicating equipment failure and required maintenance
- SR and PM Scheduling Automation
- Mobile app
- On-going Analytics offerings

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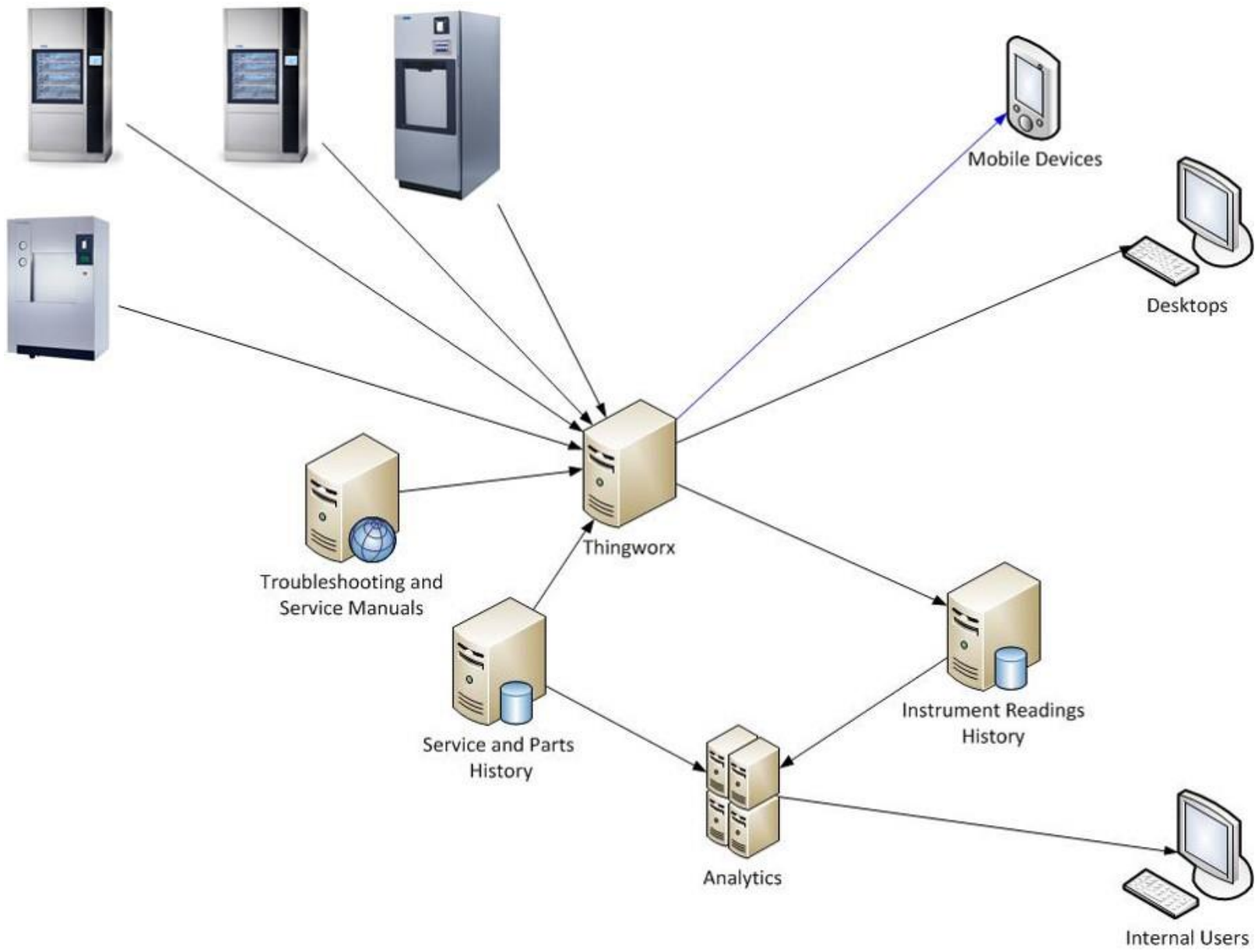

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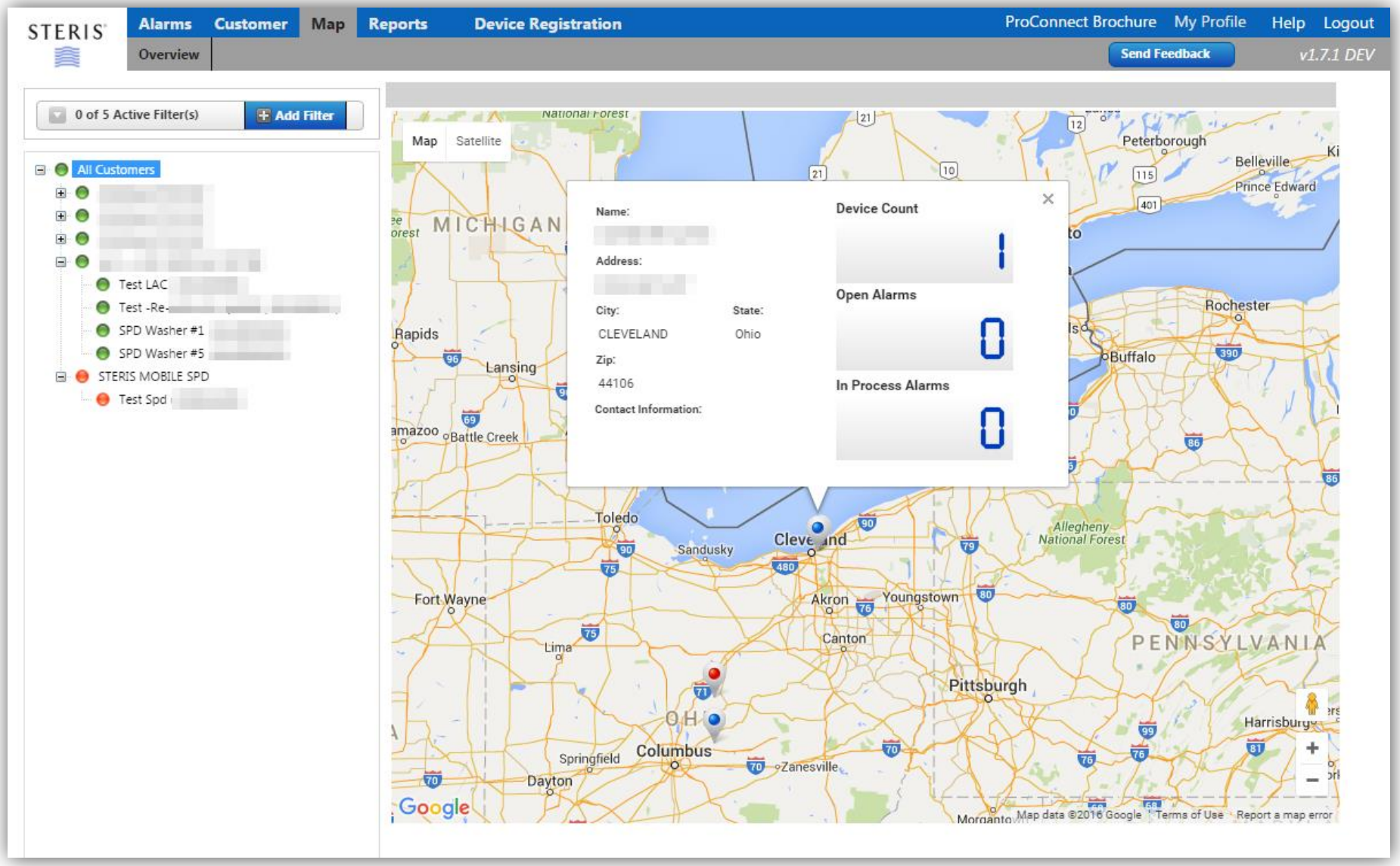

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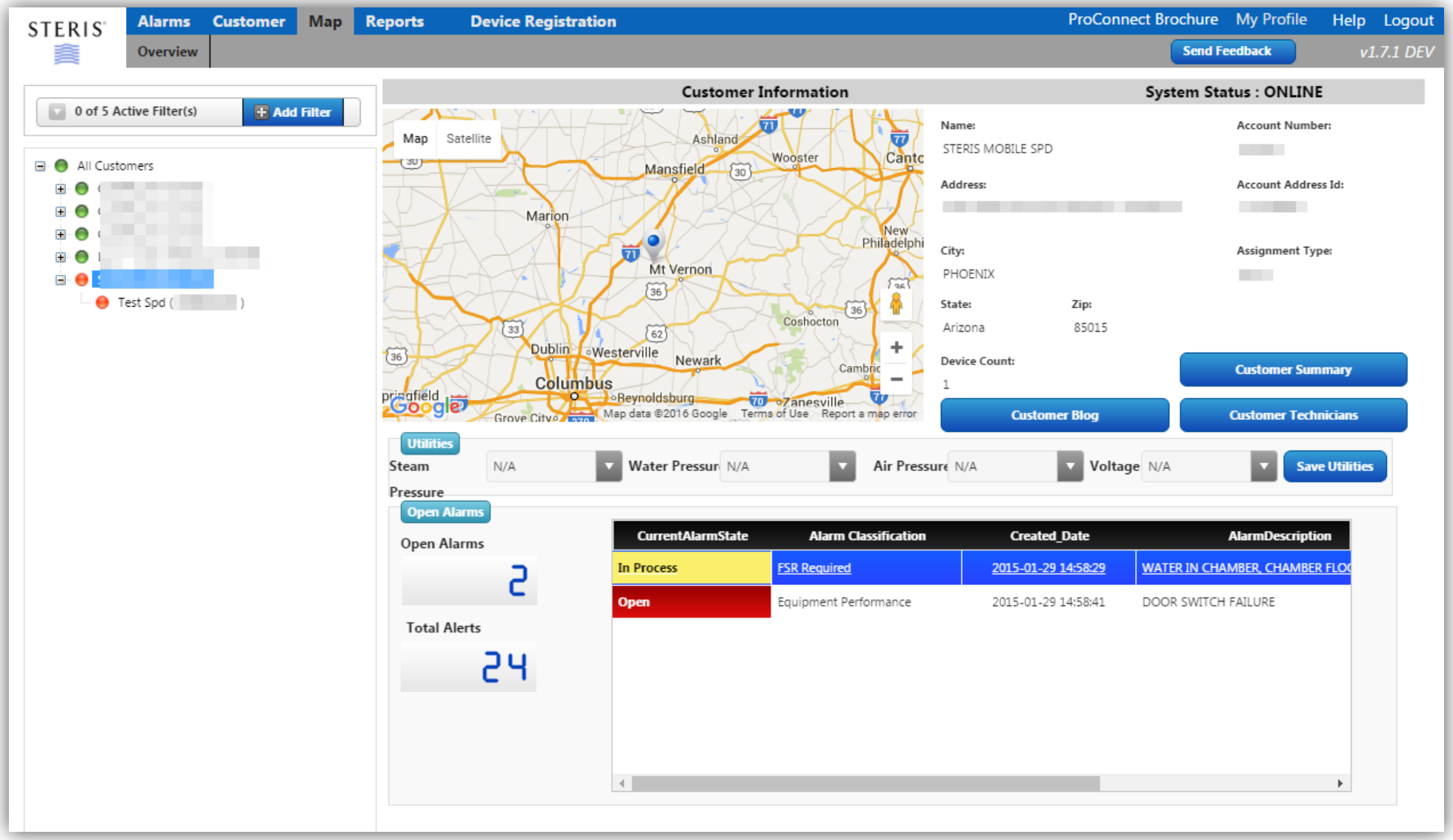

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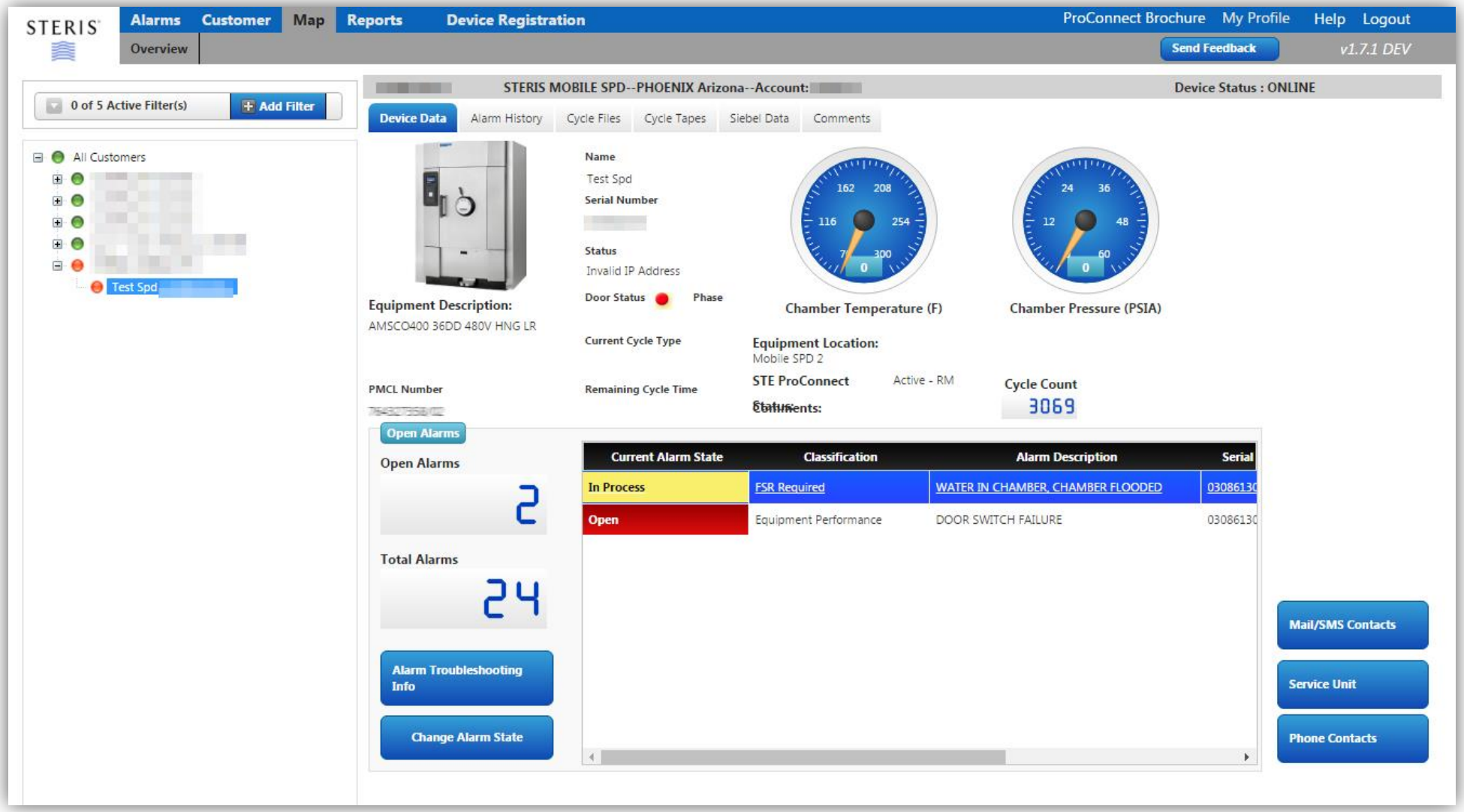

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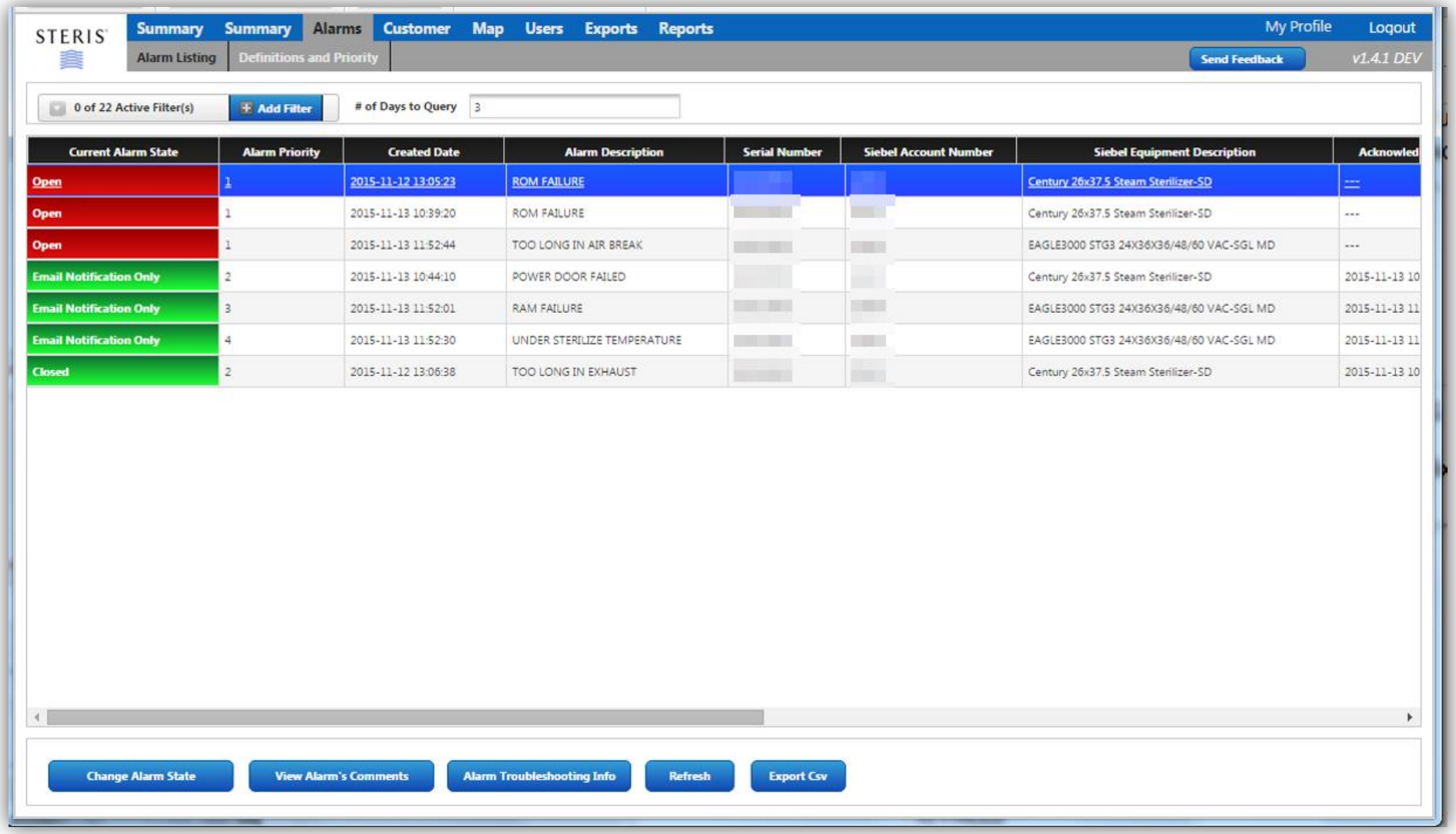

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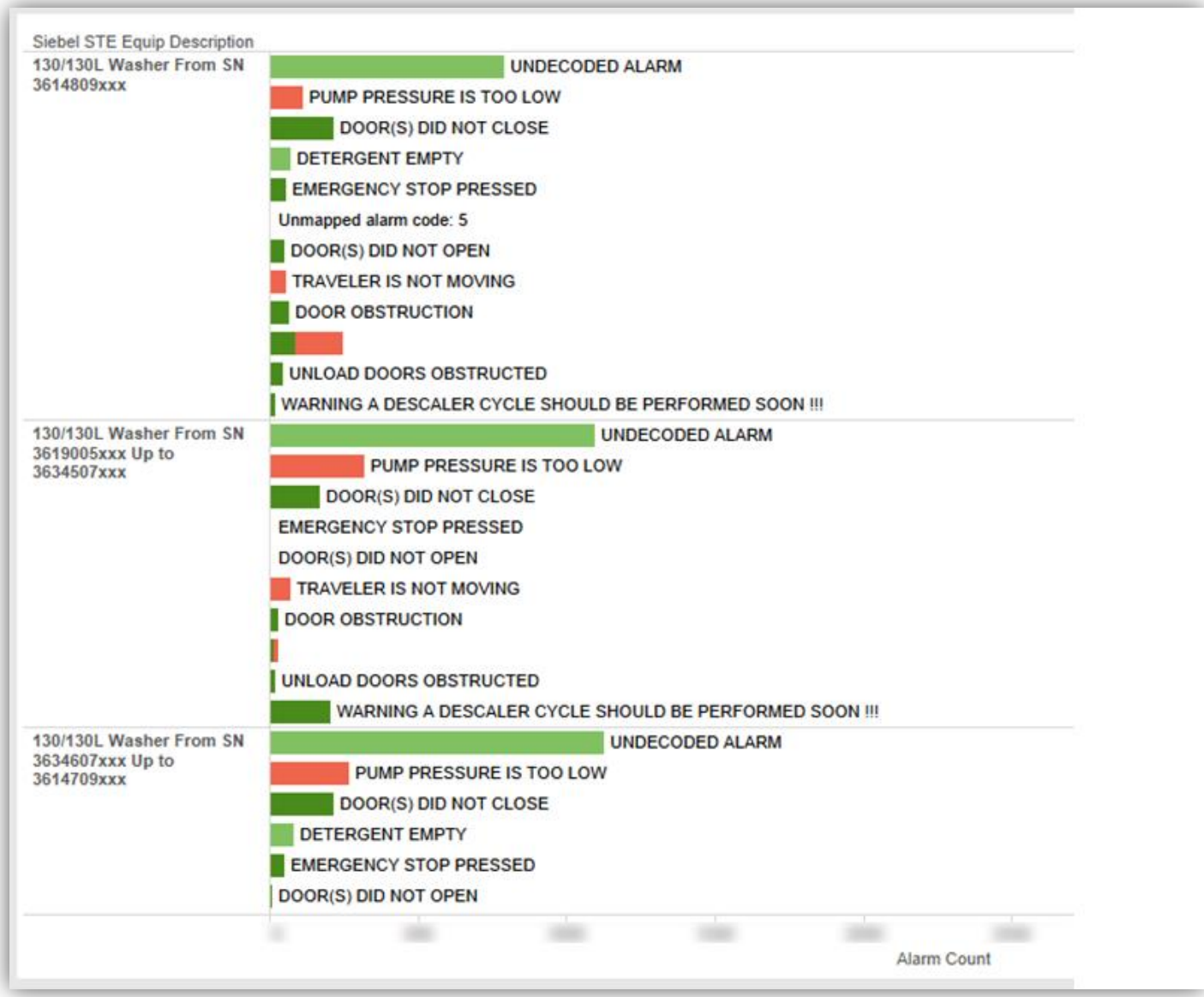

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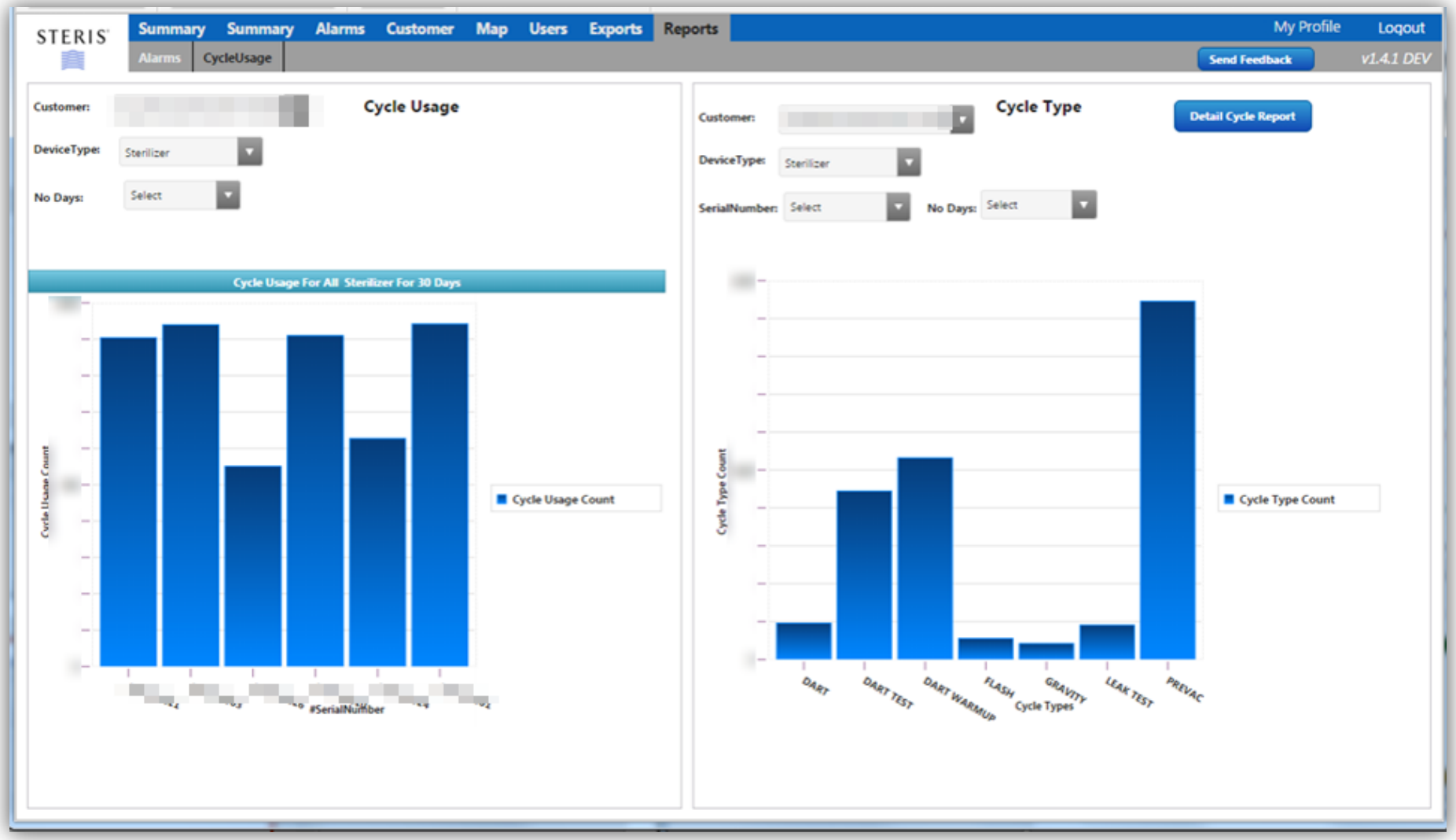

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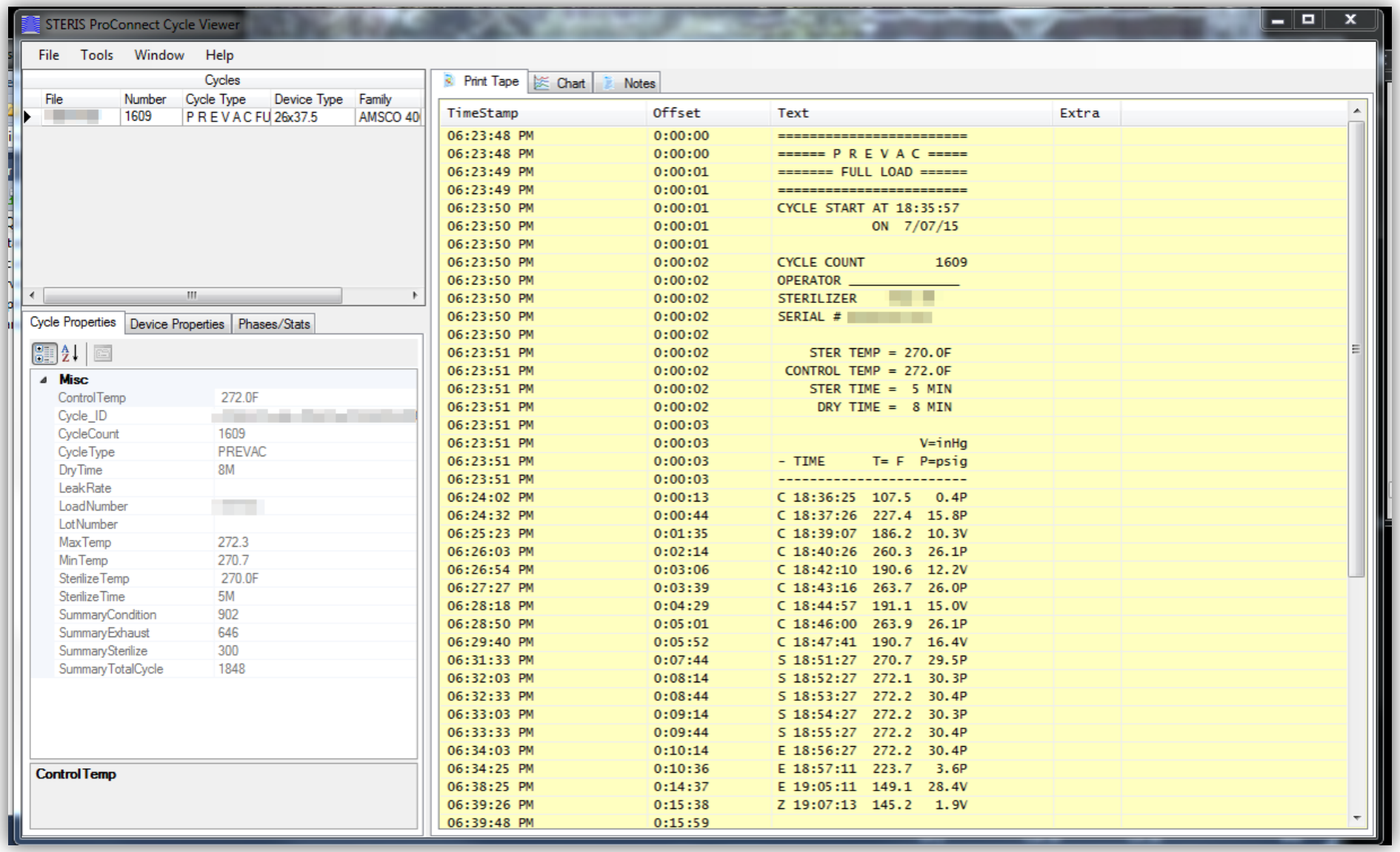

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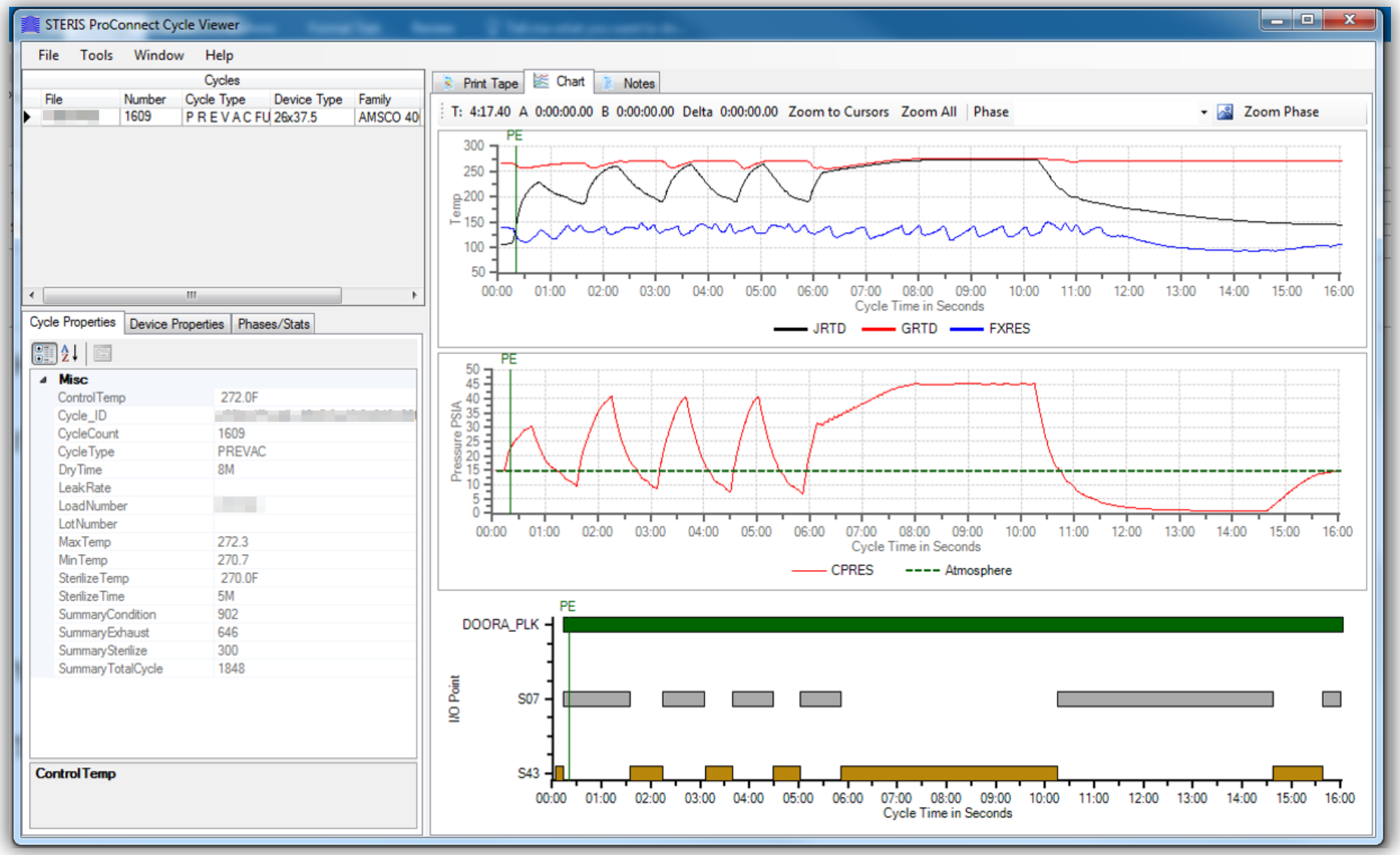

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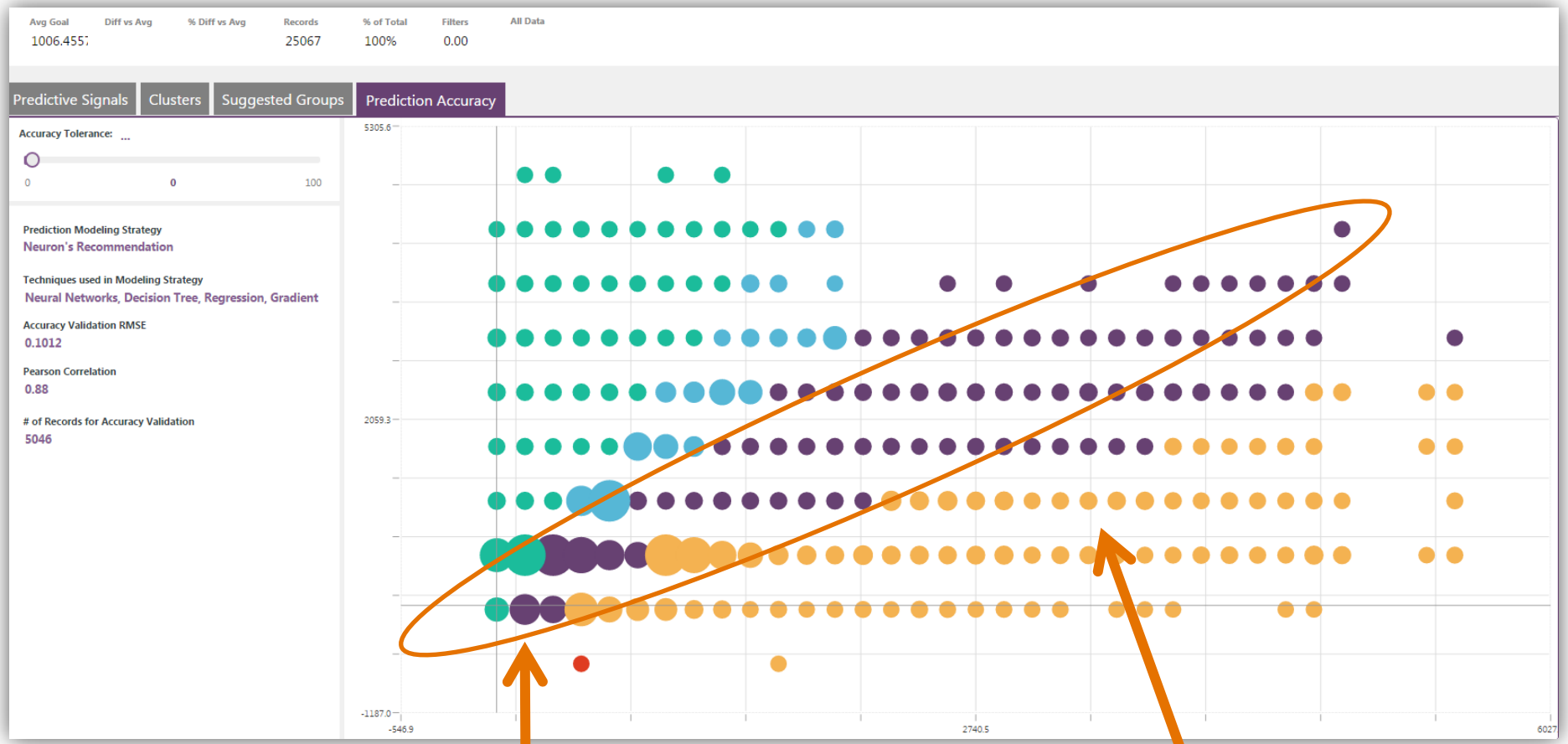

Band shows Predictions that are close to Actuals.

Area below curve shows Predictions lower than Actuals.

WHAT'S NEXT FOR STERIS?

- Continue to utilize ThingWorx Machine Learning and other analytics tools.
- Find Data Science talent
  - Internal education
  - External recruitment
- Cross-Business-Unit Steering Committee
  - Executive management discussions to establish IoT strategy.

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