



# SMART, CONNECTED FIELD SERVICE

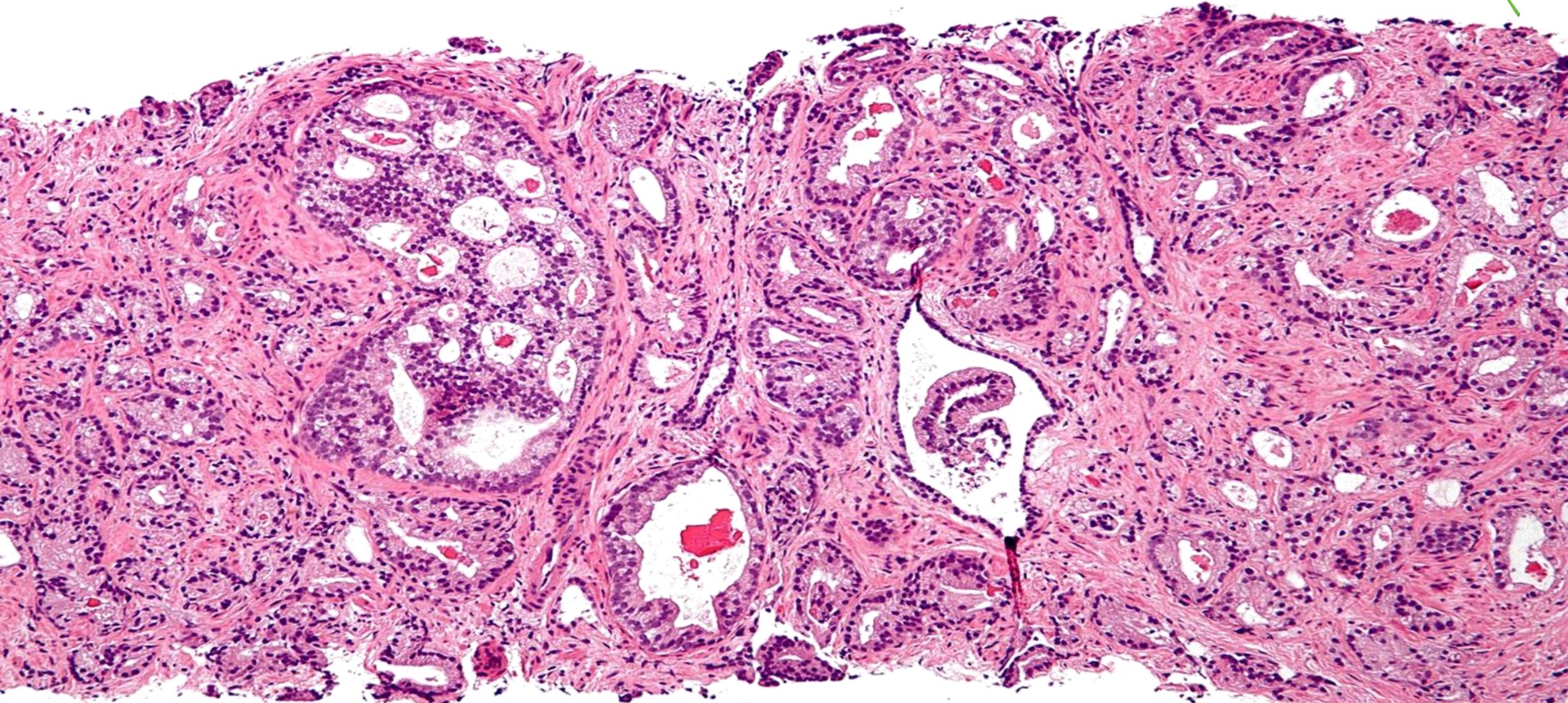
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Remote Services Program Director

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# the C word





- Elekta is a Swedish medical technology company, developing solutions for treating cancer and brain disorders
- Over 6,000 medical facilities in more than 150 countries
- Approximately 4,000 employees worldwide



# PATIENTS



- **Every year:** More than **1 million** patients treated on Elekta machines
- **Every day:** **140,000** patients receive diagnosis, treatment or follow-up using an Elekta solution
- **All unplanned downtime impacts patients**
- Having **Smart, Connected Products** enables us to maximize patient flow and improve outcomes



# SMART, CONNECTED PRODUCTS – SO FAR...



- **Connectivity:** Over 75% global installed base
- **Standardization:** Systems, tools and processes. Establishing central technical support centres
- **Internal Efficiencies:** 1/3 travel time reduction, 30% machine issues resolved remotely, increased machine to engineer ratio
- **Staff:** Over 1,000 Service employees, more than 50% are field engineers
- **Notifications:** Field Engineers automatically alerted to issues via email

# REMOTE COMMAND CENTER – YEAR 1



- Manual interpretation and monitoring across the global installed base
  - Over 600 preventative actions carried out
  - More than 2 hours clinical downtime avoided per prediction = 6 patients not impacted
  - Improved customer satisfaction
- High severity/4 hour response-time issues defined
  - requires local support to respond in time



# A SMARTER APPROACH



Case 02114701 Customize Page | Edit Layout | Printable View | Help for this Page

**Case Detail** Edit Delete Close Case Sharing Create Work Order Create Customer Order Escalate Case Submit Primary Work Order

▶ Service Flow Wizards

▶ Case Information

▼ Description Information

Subject	HighSeverityAlarm2: second alarm	Priority	3 - Minor Impact
Description	thingName : TestDriver1@152389_841_17120 serialNumber : 152389 modelName : TestDriver1 name : TestDriver1@152389_841_17120 priority : 501 message : Message: undefined type : HighSeverityAlarm2 sourceProperty : dl alertTime : 2016-03-03 03:56:58.058	Case Category	Product Issue

▼ Machine Data Chat

**Installed Product:** 152389 Last Sync: 33.3 mins ago

**Status:** ● Good Ping Rate (ms): 30000.00

Offline: ✔ false

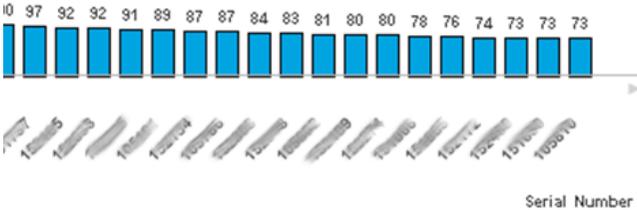
Current Status **Alarm Data** Historical Data DCM Info

Alarm Alarm 0 Date/Time 2016-05-04 13:46:45 Off Update Data 2016-05-11 13:46:45

Id	Timestamp	Name	ModelNumber	Severity	Description
12304688	2016-05-11 13:13:27	Alarm 0	TestDriver1	0	Alarm 0
12304392	2016-05-11 11:18:41	Alarm 0	TestDriver1	0	Alarm 0
12304236	2016-05-11 10:14:38	Alarm 0	TestDriver1	0	Alarm 0
12303980	2016-05-11 09:14:41	Alarm 0	TestDriver1	0	Alarm 0
12303767	2016-05-11 08:14:45	Alarm 0	TestDriver1	0	Alarm 0
12303542	2016-05-11 07:14:42	Alarm 0	TestDriver1	0	Alarm 0
12303264	2016-05-11 06:14:43	Alarm 0	TestDriver1	0	Alarm 0
12303244	2016-05-11 06:14:39	Alarm 0	TestDriver1	0	Alarm 0
12303003	2016-05-11 05:14:46	Alarm 0	TestDriver1	0	Alarm 0

▶ Product Taxonomy

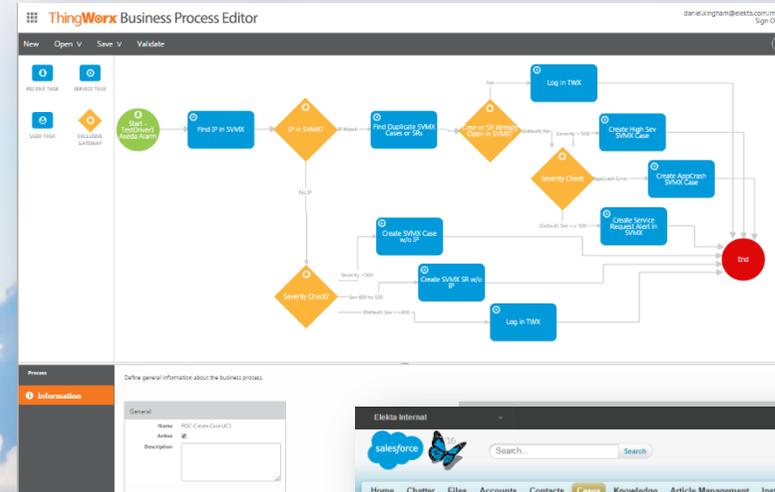
Current  
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# SMART, CONNECTED SERVICE – EARLY ACCESS PROGRAM



- Collaboration between PTC, ServiceMax and Elekta
- Understand ThingWorx – ServiceMax integration possibilities
- Test and evolve Elekta’s use cases
- Shape roadmaps for production ready implementation
- Allowed Elekta to define our ‘Path to Production’ roadmap



The screenshot shows the Elekta Internal Salesforce interface. The top navigation bar includes 'Home', 'Chatter', 'Files', 'Accounts', 'Contacts', 'Cases', 'Knowledge', 'Article Management', 'Installed Products', 'Reports', 'Dashboards', 'People', and 'CLM Solutions'. The main content area displays 'Case 02114701' with a 'Case Detail' view. The 'Description Information' section shows details for a 'HighSeverityAlarm2: second alarm' with a 'Priority' of '3 - Minor Impact' and 'Case Category' of 'Product Issue'. The 'Machine Data' section shows 'Installed Product: 152389' and 'Status: Good'. Below this is a 'Current Status' section with 'Alarm Data', 'Historical Data', and 'DCM Info' tabs. The 'Alarm Data' tab is active, showing a bar chart and a table of alarm events. The table has columns for 'Id', 'Timestamp', 'Name', 'ModelNumber', 'Severity', and 'Description'. The 'Product Taxonomy' section is partially visible at the bottom.

Id	Timestamp	Name	ModelNumber	Severity	Description
1230468	2016-05-11 13:12:27	Alarm 0	TestDriver1	0	Alarm 0
12304392	2016-05-11 11:18:41	Alarm 0	TestDriver1	0	Alarm 0
12304236	2016-05-11 10:54:38	Alarm 0	TestDriver1	0	Alarm 0
12303980	2016-05-11 09:44:41	Alarm 0	TestDriver1	0	Alarm 0
12303767	2016-05-11 08:44:45	Alarm 0	TestDriver1	0	Alarm 0
12303542	2016-05-11 07:44:42	Alarm 0	TestDriver1	0	Alarm 0
12303284	2016-05-11 06:44:43	Alarm 0	TestDriver1	0	Alarm 0
12303244	2016-05-11 06:44:39	Alarm 0	TestDriver1	0	Alarm 0
12303003	2016-05-11 05:44:46	Alarm 0	TestDriver1	0	Alarm 0

# INTEGRATION BENEFITS



- Automation
- Simplification of tools and workflows from a user perspective
- Unified Service user interface – all information in one place
- Application of global business intelligence to specific incidents
- Dispatch of Field Service Engineers directly to root cause and fix
- Faster fix times and improved first time fix rate
- Aligned wider service strategy including mobile



The image features several colorful geometric shapes, primarily triangles and lines, scattered across the white background. A large, multi-colored triangular shape is prominent on the right side, composed of various shades of blue, green, yellow, orange, pink, and purple. Several thin, colored lines (blue, pink, green, orange) radiate from the center towards the edges of the frame. The text 'LIVE WORX 16' is centered in the upper half, with 'LIVE' in a thin, outlined font and 'WORX 16' in a bold, solid black font. A small 'TM' trademark symbol is positioned to the right of the '16'.

LIVE  
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TAKE A FRESH LOOK AT THINGS

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