GE Healthcare

Downtime Case Study

Break Free from operation standstill with InSite™*
Lucid Diagnostics, Bangalore - CT LightSpeed Ultra.

"The Remote Services team was able to resolve our issue within 15 minutes, ensuring minimum downtime and no loss of productivity for us."

Client Background:
LUCID Medical Diagnostics is a comprehensive healthcare facility providing quality laboratory and radiology diagnostic service. In their Bangalore center, they have a CT LightSpeed Ultra.

Problem:
On a Tuesday morning, the center found that they were unable to perform CT scans. They were getting an error message regarding available disk space, however, they were unable to delete the exams from the browser window. As the center has a high patient throughput, delay in resolution would have led to significant loss of productivity.

The technician contacted the GE Healthcare Services Call Center and was connected to the Online Engineer within 5 minutes. As the system was on InSite™, the Online Engineer was able to log into the

system and diagnose that the image pool partition in the database was corrupt. The Online Engineer assisted the technician on resetting and recreating the database, which resolved the issue and they were able to resume scanning. The total resolution time was 15 minutes thus preventing a long downtime for the healthcare equipment.

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