

## Revenue Case Study



## Break Free from revenue loss with InSite™\*

Mastel Imaging & Research Center, Varanasi – Lightspeed VCT

*"The Remote Service team, using the broadband based service platform was able to quickly solve the issue for us – potentially saving us a revenue loss of INR 50,000!"*

### **Client Background:**

Mastel Imaging, Varanasi offers 24 Hour scanning facility at their center with the objective of providing quality service to patients in need at any time of the day.

### **Problem:**

On a Sunday, the technician at Mastel Imaging was unable to print the film of the images - The Film Composer was opening up and giving an error. Moreover, the system had also stopped scanning. It was a critical situation as a patient was on the table already and other scheduled patients had already arrived.

The technician called the GE Healthcare Service Call Center and was connected to the Online Engineer within 5 minutes. The Online Engineer logged into the system via InSite™ and diagnosed that the error

was due to the full database of a particular folder. He performed file management and reduced the folder size of allocated memory from 100% to 29%. This resolved the issue and enabled the hospital to print the films and continue with the scanning as scheduled.

The total time for the resolution took only 15 minutes of calling the online support. As the problem had occurred on a Sunday, the Field Engineer would have arrived at the hospital only the next morning, which would have resulted in the hospital having to reschedule the entire patient load for that day.

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imagination at work

InSite™ is dependent on the broadband service provided by the Hospital. | Digital tools are system dependent. | 95% uptime is influenced by multiple factors and InSite™ is one of the key enablers. | InSite™ does not replace On-Site repairs / maintenance. | \*T&C apply. | \*\*All third party trademarks are the property of their respective owner.

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