

Downtime Case Study



Break Free from operation standstill with InSite™*

Precision (Medall), Chennai

"The Remote Services team was able to minimize downtime for our CT system through their broadband based system, which ensured that we did not have to reschedule our patients. This minimized inconvenience for both us & our patients."

Client Background:

Medall is a diagnostic service provider that operates 60 centers across South India with a clinical team of 100 radiologists and pathologists. They currently perform over 3 million studies per year.

Problem:

On a Saturday evening, the customer could not initiate coronary scans on the CT system as the ECG was not displaying on the console. As the system was on InSite™, the Online Engineer was able to log into the system and identify that the problem arising from the EKG option Software. The customer was assisted in the reinstallation of the software and this resolved the issue in less than 30 minutes.

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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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