

TRANSITIONING TO A SELF-PERFORM SERVICE MODEL

By: Justin Tuveson & Keith Hall

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Keith Hall



Justin Tuveson



Overview

- Factors to consider
- OEM-centric model considerations
- Self-perform model considerations
- Cost of ownership
- Our experience
- Reference material



Factors to consider

- Service flexibility
- Response time
- Parts selection/availability
- Lifecycle extension beyond EOS/EOL
- Customer satisfaction
- Cost/value

OEM-centric considerations

- Pros and cons to consider for OEM service models
- Training, parts availability, response time, overall downtime

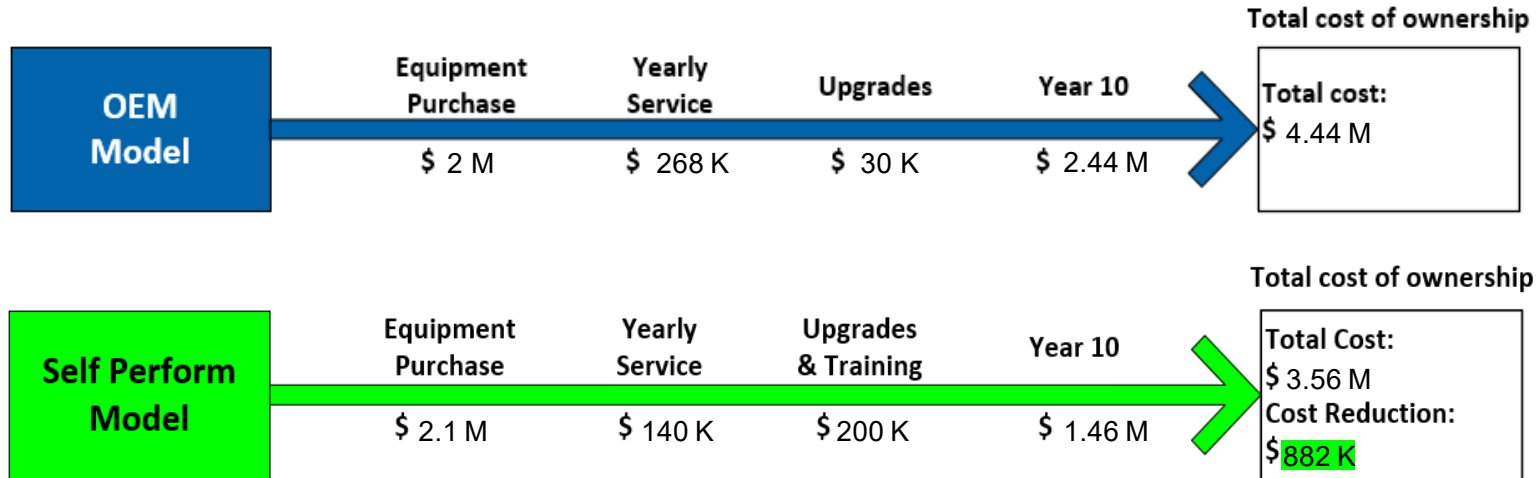
Self-perform considerations

- Pros and cons to consider for self-perform service models
- Training, parts availability, response time, overall downtime



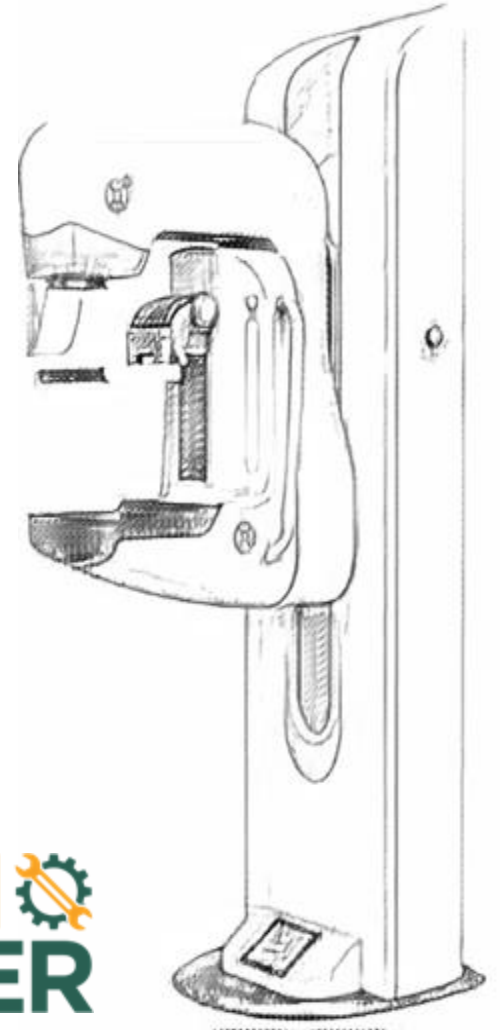
Cost of ownership

True cost of ownership. First year warranty plus nine years at cost.



Our experience

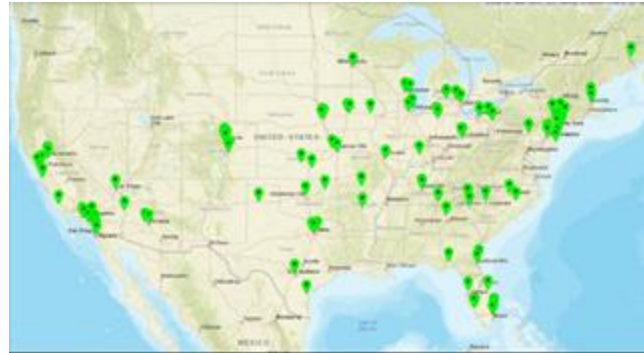
- How we developed a self-perform service model



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Our experience

- Assess available resources
- Develop reference material
- Publish a service delivery strategy



Lessons learned

- Things we learned along the way
- Keys to success

Resources

Several OEMs have web-portals to enable AIAT document access.

Canon: <https://manuals.app.medical.canon/manuals/JGRG001.php>

Carestream: <https://www.carestream.com/en/us/services-and-support/product-documentation>

Fuji: <https://med-lib.fujifilm.com/ff/>

GE: <https://www.gehealthcare.com/support/manuals>

Hologic: <https://support.hologic.com>

Philips: <https://philips.mizecx.com/login.html>

Siemens: <https://doclib.siemens-healthineers.com/home>



Review

- Factors to consider
- OEM-centric model considerations
- Self-perform model considerations
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Questions & Open Discussion

