



Case Study #1

General Electric Healthcare

HUGE IMPROVEMENT IN TRAVEL RATIO

General Electric Healthcare (GEHC) is a leading global provider of medical technologies and services. With Mapadore Territory Planning the Services division of GE Healthcare has dramatically improved the responsiveness, speed and quality of equipment maintenance and repair. This has resulted in fewer interruptions to patient care whilst helping customers to protect their investment in medical equipment.

The main challenges facing the business were:

- How to utilise remote capability more effectively?
- When dispatching, how to select the correct service engineer in view of distance and ability?
- How to ensure the service engineers arrived with the right skills, tools, and parts to resolve the issue first time?

GE Healthcare Global Service utilises Mapadore Territory Planning enabling Service Directors and Service Area Managers to easily:

- Assess the geographical distribution of installed assets and service resources (technicians and related skills)
- Assess several key indicators such as technicians' Travel Time versus Intervention Time (Travel Ratio), their service skills and certifications
- Interactively reshape territories to be assigned to technicians.

Today Mapadore Territory Planning is being used by all GE Healthcare operations around the world and has resulted in a double-digit percentage improvement in Travel Ratio.