



Customer Services

Konnect

Revolutionising Hospital Deliveries

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Healthineers 

What is Konnect?

Konnect is an innovative storage and management solution for spare parts logistics and inventory management, allowing us to place stock closer to our customers, saving time for both our engineers and customers.

Why use Konnect?

How it works – Konnect is a combination of smart, modular Bluetooth locker and a smart phone app providing a reliable, clever stock and delivery solution.

Customer Service Engineers open and close the locker using the secure app and deliver/return parts directly on customer sites. The Bluetooth low energy locks are battery powered, which makes the Konnect a standalone device which can be installed anywhere in or around the hospital and does not require power or network, just an available space.

Benefits for Customers – deliveries under 25kgs are delivered into Konnect and guaranteed pre-8am, an hour earlier than a traditional 'in-room' delivery. This means our engineers have spare parts in their hands earlier and can be on hand to service equipment earlier. If there are multiple deliveries for the site they will all be made in one drop to the Konnect, so there will be a reduced need for couriers to be in hospitals so less congestion in loading bays and corridors.

Konnect can also handle returns so will eliminate the need for clinicians to sign for deliveries and hand over returns. We can also give customers access to the locker via a smartphone, so we are able to send spare parts for customer fit via Konnect.

Benefits for Engineers – a much more reliable solution with less time spent on customer sites looking for spare parts for in-room deliveries. Reduced travel time to public delivery boxes, and a reduced reliance on boot stock.

Inventory Management

With Konnect we have the ability to keep strategic inventory onsite for customers, including spare parts and test equipment which gives us the ability to respond to issues quicker.

Information for Estates/Facilities Departments:

- No power required – the locks are battery powered and replaced by Thinventory
- No network required – the locker uses the Customer Service Engineer's phone to communicate with the back office
- The boxes are secure, and can only be accessed through an app with a username/ password which is controlled by Siemens Healthineers
- Deliveries will be made in-night up until 8am and as they will be to a known location, courier time on site will be minimal
- There is no cost to the hospital to install or use a Konnect
- No liability to the hospital, this is covered by Siemens Healthineers/Thinventory
- Installation can be done at a time to suit and typically takes around three hours
- The only thing we need is space to install the locker – this can be inside or outside, big enough to house a W1640 mm x D815 mm x H2200mm Konnect, and must have either a solid floor or wall to secure the box to

Royal Bournemouth Hospital Case Study

Siemens Healthineers approached me regarding the possible installation of a Thinventory Smart Locker to facilitate the delivery and collection of service parts to and from our site at the Royal Bournemouth Hospital. At our site we have three Siemens Healthineers MRI scanners and therefore it is not infrequent for spares to be brought to site to keep them in perfect working order.

I know through experience that the delivery of parts can be quite varied and whilst they usually arrive within our department, from time to time they instead go to main stores, sometimes to the x-ray department (who also have Siemens Healthineers equipment) and even occasionally arrive in the dead of night and end up in A&E! I was therefore very interested in this proposal as it suggested to me one central delivery point, hence reducing the need to hunt for deliveries.

Tom and Richard from Siemens Healthineers came to see me with a small demo unit and were able to show me how a phone app can be used by the engineer to open the appropriate compartment and to bar code read the tracking label on the package to confirm receipt. There was no cost to us for the installation or use, all we needed to do was find a suitable site for the locker, which basically turned out to be similar sized to a large wardrobe.

With the agreement of our estates department this was installed immediately outside of our department door, in a delivery area accessible by drivers 24/7. It required no external wall to fit to as all the anchorage is done from the base. It has been in situ now for a few months and the vast majority of deliveries have now used it without any issues at all.

At our request we have now been permitted to download the app and have access ourselves. This will allow us to verify by phone that parts have arrived if there are any queries, plus, to take delivery of any user-fittable parts or spares. This will also have the benefit of allowing us to place any parts for return into the locker which will almost certainly allow them to be stored safer than being left on the floor in department.

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