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Remote monitoring and proactive service minimizes downtime and provides uninterrupted workflow

BCS XP System with Intelligent Device Management — A Case Study

Answers for life.

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BCS XP System provides Lawrence and Memorial Hospital State-of-the-Art Intelligent Device Management

"I am proud of having Siemens in a relationship with my lab. I am very pleased with their service. They anticipate my needs and are proactive in fixing problems before they happen."

Lawrence and Memorial Hospital is a 320-bed facility serving the community, including 17 nursing homes, in New London, CT. Hematology Manager Pedro Ugarelli leads the hospital's coagulation testing operation, performing over 80,000 routine and specialty tests annually. Because of the hospital's constant, high-volume demand for hemostasis testing, analyzer reliability, availability, and accuracy are mission-critical for Mr. Ugarelli's coagulation department.

Reliable, consistently available hemostasis analyzers

To satisfy his lab's need for consistent, uninterrupted access to analyzers, Mr. Ugarelli evaluated offerings from three vendors. His evaluation criteria included system functionality, the suitability of the test menu for his facility, anticipated maintenance requirements and the downtime that would result, and the level and quality of service provided by the vendor.

He ultimately chose two BCS® XP systems for use at the main campus, complemented by an existing Sysmex® CA-560 instrument at a satellite facility. According to Mr. Ugarelli, the BCS XP analyzers surpassed the competitors' offerings in meeting all his evaluation criteria and have subsequently proved themselves in three years of constant use. "The BCS XP analyzers have been very reliable and have required very few service calls. They have absolutely reduced downtime in my lab."

Mr. Ugarelli's choice of the BCS XP analyzers was also influenced by his extensive prior experience with Siemens and the quality of service he has received.

"I have always received exceptional service from Siemens," he stated, adding that "I have total confidence in the service they provide."

Remote monitoring and proactive service for uninterrupted workflow

In 2009, Mr. Ugarelli enhanced the reliability and availability of his BCS XP analyzers by implementing Siemens' Intelligent Device Management (IDM) feature. IDM is a secure, internet-based technology that allows Siemens technicians to remotely monitor the performance and operating status of the BCS XP analyzers and identify, diagnose, and correct potential problems before they result in interruptions to lab workflow or analyzer downtime. In many cases, issues can be resolved remotely with no system downtime or interruption to analyzer availability. Often, the customer is unaware that service is taking place.

Mr. Ugarelli described a situation in which Siemens provided remote, proactive service:

"Siemens support notified me a about a problem they found with an error log, which they had already fixed remotely. I didn't even know there was a problem until they called me." He continued, "Remote access is a huge advantage. It prevents downtime, minimizes service calls and their associated expense, and gives me uninterrupted workflow. I would recommend it to any of my colleagues."

Fast, easy implementation

Mr. Ugarelli had prior experience with remote, real-time support connections on other analyzers in his lab, so he had no reservations about deploying IDM on the BCS XP analyzers. "The implementation was very smooth, with no problems whatsoever," he said. "Siemens sent me connectivity instructions and other information in advance of the installation. I read the manual, and I engaged our IT department to make sure it was doable. I only had to complete a few minor tasks to prepare for the installation. The Siemens technicians arrived on time, completed their work within the timeframe we scheduled for, and there were no problems."

Secure patient data

Maintaining the security of patient data in compliance with HIPAA requirements is critical when utilizing remote monitoring and support technology in the U.S. IDM is designed to prevent unauthorized personnel from viewing patient data. Mr. Ugarelli attested to the security of his patient data: "No patient data is seen through the device. In addition to myself, my director of IT and my lab director also are very confident that IDM protects the integrity of our patient data."

Friendly, responsive service

According to Mr. Ugarelli, Siemens service is "outstanding and confidence-inspiring." He cited the friendliness and responsiveness of both first-level hot line support and second-level support for more complex issues. "When I call the hot line, I usually get immediate assistance, and always within 30 minutes. If a problem gets escalated to second-tier support, they usually respond within a matter of hours. Problems are resolved very quickly."