

## Enterprise Services

# Radiology Value Partnership



## Customer drivers

- **Introducing innovation and optimising equipment utilisation:** The local health district wanted to implement new and innovative processes to ensure the most effective use of its medical equipment, moving beyond traditional equipment management paradigms.
- **Achieving significant cost efficiencies:** One of their primary goals was to realise substantial savings across capital expenditure, leasing arrangements and ongoing maintenance costs for critical equipment.
- **Streamlining financial management:** Our Managed Equipment Service was crucial to better manage the payment profile for existing assets and future equipment replacement, thereby providing greater financial predictability and surety.
- **Ensuring quality and consistency in equipment management:** The local health district wanted a solution that guaranteed the highest quality servicing and comprehensive management of its medical technology fleet.
- **Scalability and futureproofing:** Critically, the local health district wanted a Managed Equipment Service to support its growth trajectory. Our MES provides scalability to accommodate future expansion (e.g. opening new facilities in the district) and adapts seamlessly to evolving technology needs, thereby ensuring the local health district remains at the forefront of medical care.

## Value partnership overview

Country	Australia
Contract term	20 years
Customer	Public hospital
Solution	Managed Equipment Service (MES)
Scope of value partnership	We provide a managed service for medical imaging and digital operating equipment, including management of third-party vendors, equipment maintenance, financing and renewals, onsite technical support, user training and asset management. In addition, we support the wider local health district with equipment procurement matters.
Siemens Healthineers staff	A service delivery manager and a contract manager
Equipment	Multi-vendor range of medical imaging and clinical equipment, including CT, MRI scanners, general x-ray devices, fluoroscopy units, mobile C-arms, catheterisation labs, gamma cameras for nuclear medicine and integrated digital operating theatre systems.
Financial model	Unitary payment model
Governance	Robust governance with quarterly MES operations team meetings and six-monthly governance committee meetings. Structured reporting mechanisms and regular review meetings ensure full transparency.
Performance KPIs	All equipment vendors (including Siemens Healthineers and other third-party suppliers) are contractually required to meet agreed service levels. There are financial penalties if KPIs are not met.

## Value partnership benefits

- \$7.6 million in actual and projected savings over six years through exercises including but not limited to: procurement (vs. traditional purchasing methods) and collection of abatements on behalf of the local health district
- Continuous improvement initiatives delivered (e.g. optimising workflows and imaging operations in CT/MRI/x-ray and analysis of data to enhance efficiency and capacity planning)
- Management of multiple vendors and streamlined equipment maintenance
- Modernised equipment fleet with state-of-the-art imaging systems (obsolete scanners replaced on schedule), thereby improving reliability and clinical capability
- Financial stability by consolidating costs into a transparent payment structure and eliminating large, sporadic payments
- Provision of right-sizing advice and recommendations (e.g. to transition asset maintenance coverage from 24/7 to standard hours), resulting in significant savings for the local health district.

## Value drivers



Strategic transformation



Facility



Technology



Workforce



Operations



Financing solutions

*Talk to us if these challenges resonate with your experience or if you could benefit from a bespoke Siemens Healthineers Value partnership*

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