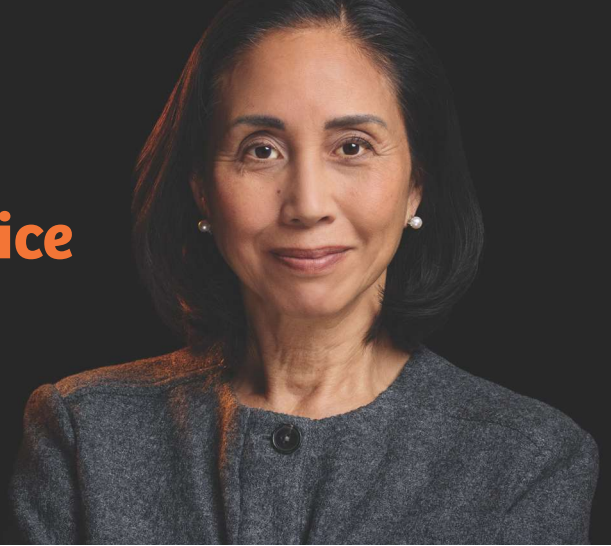


Managed Equipment Service at Large Public Hospital



Customer drivers

- **Service responsiveness and reliability:** The hospital needed rapid fault response and repairs (e.g. same-day rapid fixes for critical equipment). Our MES provides an onsite team that resolves issues in hours, significantly improving response times over standard contracts and ensuring critical devices remain available for patient care.
- **Financial efficiency and cost control:** The hospital was looking for a MES with budgetary predictability, lower costs and equipment expenses to be distributed over the contract (removing large, ad-hoc capital payments). The MES helps cut indirect costs by reducing rentals, overtime and disruptions like procedure delays/longer patient stays.
- **Enhanced efficiency and elevated patient care:** The hospital wanted a MES that:
 - streamlines clinical and commercial workflows
 - boosts operational efficiency
 - ensures access to the latest technology across a broad range of equipment, thereby improving the quality of patient care.
- **Centralised procurement of medical equipment:** Siemens MES is responsible for procuring all necessary medical equipment, from imaging systems to monitors and ancillary devices. This creates consistency and ensures better contract negotiation and purchasing power.
- **Integrated installation, maintenance and upgrades:** The MES includes equipment installation, preventative maintenance/servicing, upgrades and enhancements, as well as training for clinical users. Downtime is reduced and equipment remains functional and safe throughout its lifecycle.







Value partnership overview

Country	Australia
Contract term	13 years
Customer	Large public hospital
Scope of MES	We manage the complete equipment lifecycle, including transparent procurement, delivery, installation, preventative/reactive maintenance, calibration and safety testing. The MES includes repairs, spare parts, staff training, management of >80 third-party equipment vendors, risk/incident management, regulatory compliance and comprehensive asset tracking.
Siemens Healthineers staff	We have an onsite team of ~25 full-time staff at the hospital, including 14 biomedical engineers, an operations manager, asset management team, procurement/contracts specialists and a clinical engagement lead who liaises with clinicians.
Equipment	Over 16,500 assets (with more than 1,200 models) from over 200 manufacturers. Equipment ranges from smaller ancillary devices to MRI machines.
Financial model	Unitary payment model
Governance	Governance committees review performance formally and regularly. Siemens MES provide monthly and quarterly reports on key metrics to hospital stakeholders.
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

- Reduced rental and outsourcing costs due to the MES-managed equipment pool
- Procurement and management of state-of-the-art medical technology that supports excellent standards of care for patients
- Improved asset tracking through the bespoke Siemens asset management system
- Contractual requirements exceeded by proactively delivering value-added services (e.g. conducting inhouse radiation compliance testing and supporting hospital projects outside the contractual scope of the MES)
- The rapid deployment of onsite biomedical engineers means issues are resolved quickly, thereby mitigating prolonged equipment downtime and safeguarding patient care
- Clinicians receive technical expertise from Siemens MES biomedical engineers and clinical expertise from our clinical engagement lead, allowing them to focus on patient care.

Value drivers

- | | |
|--|---|
|  Strategic transformation |  Digital innovations |
|  Technology |  Workforce |
|  Operations |  Financing solutions |
|  Facility | |

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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