

Analyze data and make better decisions

## MedTech Analyze & Decide



Medical devices provide important data on statuses, operating parameters, usage time, problems and events. Professional evaluation of this data is crucial for reliable operation, predictive maintenance and effective troubleshooting. Gain valuable insights and optimise your devices for greater efficiency and improved user orientation.

### Do the following challenges sound familiar?

- Is there a high manual effort involved in making informed product decisions based on device data?
- Do you face challenges with distributed, unstructured or inaccessible device data, making it difficult to identify trends and correlations and in turn to design individual products and services?
- Is it difficult for your product experts to understand usage trends due to a lack of knowledge about customer needs plus a shortage of feedback about usage behaviour, meaning that these aspects cannot be factored into the functional development of the product?
- Are you striving to minimise the risks associated with launching a new product by identifying errors early on and defining and verifying suitable countermeasures?

### Your benefits from Analyze & Decide:



#### New insights

Identify trends and correlations to enable you to design more individual products and services.



#### Data-based decision making

Make informed data-based device and production decisions according to actual device usage.



#### A step ahead

Build a competitive advantage by evaluating customer behaviour, position yourself more effectively in the market, and shorten your product development cycles.



#### Personalisation

Enable personalised customer functions and better tailor the devices to customer needs.



#### Process optimisation

Identify and optimise inefficient processes and shorten your service times with predictive maintenance.



#### Greater stability

Ensure greater stability by creating an environment where operating errors can be evaluated and resolved.



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### Successful use of Analyze & Decide: ZEISS Predictive Service



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#### For users

A clear and informative dashboard, created by customer request, displays the most important data for a device. This gives the customer a reliable picture of the current device fleet, the device status, usage history and upcoming maintenance measures.

#### For service technicians

Device data which is precisely tailored to the needs of the service shows service technicians the status of the device and the most important data (such as usage history). Predictive Service automatically closes tickets for machines for which predictive maintenance is to be carried out. This reduces downtime and costs, including warranty costs, and increases customer satisfaction.



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