ROI SHOWCASE

Siemens Medical Solutions

ANTENNA CASE STUDY

Siemens Medical Solutions

Headquarters: Malvern, Penn.

Industry: Medical Equipment

Application: Antenna A3 for Mobile Field Service Management

Functionality: Wireless dispatch, real-time task management from field, "over-the-air" forms update, managed services providing guaranteed message delivery over a fail-safe wireless communications network.

Benefits: Optimized resource management, significant reduction of calls into call center

Improving Visibility into Customer Service Operations

Wireless technology is nothing new for Siemens Medical Solutions' UPTIME Technical Services organization. They've been using Antenna Software's wireless messaging solution for years to communicate with customer service engineers in the field via one- and two-way pagers. But Mike O'Neill, Manager of Siemens' Business Analysis Group, knew it was time to up the ante. "We were looking for ways to streamline processes and achieve new levels of efficiency. Extending the capabilities of our Antenna mobile solution enabled us to do just that," says O'Neill.

One of the largest suppliers of healthcare equipment in the world, Siemens Medical Solutions is renowned for its innovative medical imaging products used by today's leading healthcare facilities. Siemens' UPTIME Services group is dedicated to helping their customers operate at peak efficiency.

Focused on improving the scheduling and task management of customer service engineers, Siemens selected Antenna's fully integrated A3 Field Service Management solution, which not only offers robust functionality from a mobile device, but provides total management of wireless communications, including network carrier connections, devices and end-to-end message delivery.

Said O'Neill, "We wanted to leverage the value of our SAP system and give the engineers a simple way to manage their tasks from the field." By utilizing the Antenna A3 solution, Siemens enables field engineers to access and update real-time, job-critical data from the SAP system and proactively manage customer calls using intelligent handheld devices. Siemens doesn't have to worry about the message delivery process because Antenna manages it for them through its state-of-the-art wireless gateway.

In addition, Siemens uses Antenna A3 Studio, a mobile application development platform, to quickly and easily modify forms and mobile applications "over-the-air" without taking devices out of the field.

With A3's call dispatching, scheduling and escalation capabilities, engineers are able to respond to calls faster and manage their tasks in real time. "We anticipate significant improvement in field operations productivity and have experienced 10,000 call avoidances per month in our United States UPTIME Call Centers to date," says O'Neill. In addition, having information updated in real time enables service managers and dispatchers to zoom in on engineer's daily activities, and provides better overall visibility into efficiency levels of customer service operations.

ANTENNA
S O F T W A R E

CONTACT INFORMATION:

Antenna Software

(888) 723-2832

sales@antennasoftware.com

www.antennasoftware.com