

Case Study: Intelligent Hospital Systems Uses Librestream's Onsite to Speed Delivery and Improve Service

Background

Intelligent Hospital Systems is an innovative medical device company focused on automation solutions for hospital pharmacies. The primary product for IH Systems is called RIVA, the Robotic IV Automation System, which automates the preparation of IV syringes and IV bags.

IV preparation is a repetitive and complex task, which drives a strong need for this kind of automated solution. RIVA lowers the incidence of errors, reduces the risk of contamination, and has the potential to reduce waste. These safety improvements, as well as the associated ROI and efficiencies, have attracted the attention of hospitals around the world.

Each RIVA system weighs up to 6,600 pounds and is 8' high x 10' long x 5' wide when fully assembled, making onsite assembly a necessity. As a result, IH Systems performs final commissioning at the customer's premise. Given the complexities and need for perfection, commissioning can take between three to five weeks. Each RIVA system includes a five-year maintenance agreement which also makes ongoing maintenance an important part of the full service offering.

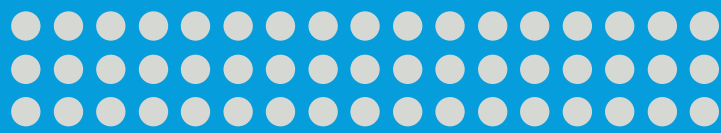
When IH Systems needed an innovative way to speed commissioning and provide effective maintenance, they looked to Librestream's Onsite mobile collaboration system. Onsite has now become an essential part of commissioning as well as ongoing maintenance. Onsite provides IH Systems with a way to immediately connect the right people at the right time to get the right answer.

The Onsite Solution

The Onsite 1000 mobile device is used by technicians performing final commissioning or ongoing maintenance and support at the client's site. The Onsite Expert application is installed on the desktops of key engineering specialists at the company's head offices in Canada.

IH Systems uses the InGate SIParator device to manage and control the audio, video, and data streams between the Onsite device and Onsite Expert application. With this infrastructure, IH Systems was able to immediately connect engineers working at the head office or at home with the team at the client site.





Efficient Onsite Commissioning

With Onsight, IH Systems has improved commissioning in a cost effective way. The company has already used Onsight to successfully implement RIVA in hospitals like Primary Children’s Medical Center in Salt Lake City and Children’s Hospital of Philadelphia.

There is no need for expensive, last minute travel to get experts onsite. If a question comes up, the team is able to connect immediately with the expert who could be at home, on the road or in the office.

“We had one situation where the expert was in Orlando while the system was being commissioned in Salt Lake City. We were able to connect him from Orlando to the client’s site immediately. He helped the team right away, which saved valuable time and eliminated the need to interrupt a trip and fly him there,” explained Alex Reinhardt, Director of Customer Service at IH Systems.

Fast Customer Service

IH Systems found that live collaboration with internal engineering specialists was critical not only during the final onsite commissioning, but also for ongoing maintenance and client support. Downtime is not an option for a mission critical system like RIVA. When customers need help, they require immediate attention and assistance. IH Systems has found that Onsight provides an innovative customer service tool for immediate, live assistance, from anywhere in the world.

“We experience many situations where having Onsight at the client’s premise helps us support them. For example, there are some procedures that need to be performed on a periodic basis such as calibrating the UV disinfection system. As part of an improvement exercise, we had our field staff and engineers link up with Onsight to evaluate the current process, and then improve the process to reduce time and increase accuracy. It worked really well,” explained Alex.

IH Systems has seen many additional uses for the Onsight system. They are also using Onsight to record



video and capture still images for future training purposes and troubleshooting.

Future Vision

IH Systems has made the strategic decision to include an Onsight mobile device with every RIVA system. This embedded strategy ensures that every customer will benefit from fast and effective customer service for their RIVA system.

“Now that we have used Onsight, we simply can’t operate without it.”

“The customer service improvements and efficiencies that Onsight helps us drive are really unmatched. We know that the payback on our investment in Onsight is simply a couple of service calls away. It is rare that you find a technology that can drive that kind of return. We won’t ship another system without Onsight,” stated Alex.



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N.A. | 1.800.849.5507

Intl. | +1.204.487.0612

www.librestream.com