

# iCenter



**VISIBLE DATA.  
OPTIMIZED ASSETS.**



# Healthcare industry is still plagued by

SECONDARY RESEARCH

**5.1%**

Growth rate of  
medical imaging<sup>1</sup>

“From a regulatory point of view, work that was not documented is work that was never performed.”<sup>3</sup>

**30-60**

Yearly hours per  
machine downtime<sup>2</sup>

“It is important to conduct some sort of performance monitoring on a regular basis in order to identify opportunities for improvement.”<sup>3</sup>

**\$9-120K**

Yearly cost of  
downtime per  
machine<sup>2</sup>

“Timely and economical maintenance activities maximize the value of health technology resources, which is especially important when resources are limited.”<sup>3</sup>



<sup>1</sup> <https://www.itnonline.com/article/global-medical-imaging-trends>

<sup>2</sup> <https://www.glassbeam.com/blog/how-much-does-medical-equipment-downtime-cost-hospitals>

<sup>3</sup> World Health Organization: <http://apps.who.int/medicinedocs/documents/s21566en/s21566en.pdf>



# iCenter

VISIBLE DATA. OPTIMIZED ASSETS.

iCenter™ is a secure (cloud-based) online tool that provides 24/7 visibility to asset operational and utilization data. This software provides insights that help drive informed decisions to better **manage** your imaging and biomedical equipment, improve **operational** performance, optimize **patient** flow, and maintain **compliance** standards.



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Medical data visualization interface featuring:

- Stethoscope icon
- Heart rate monitor (ECG) line graph
- Medical icons: heart, cross, virus, microscope, person, eye, flame
- Hexagonal icons labeled "MEDICAL"
- Clipboard icon
- Barcode icon
- Line graphs and bar charts showing trends over time
- Chemical structure diagram labeled "Guanine" with SMILES Nc1ncnc2[nH]cnc12
- Text: "Health Care Quality Improvement"

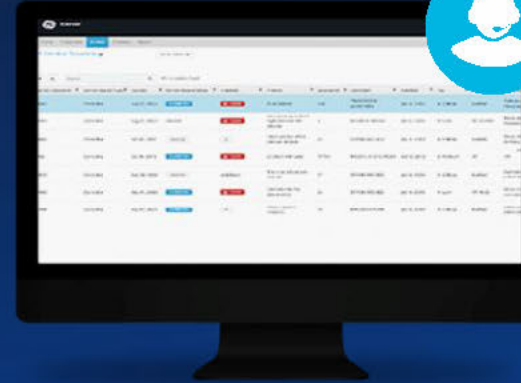




# Dashboards



**Equipment  
maintenance**



**Service  
request**



**Reporting  
and analytics**



**Utilization  
patterns**

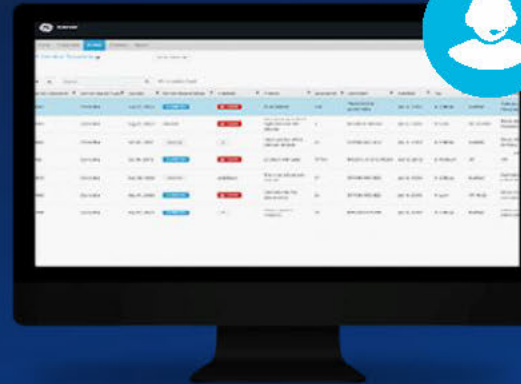


# Dashboards



## Equipment maintenance

Monitor maintenance—planned and corrective maintenance, uptime, and contract status.



## Service request

View the service history of each asset, manage service requests at a glance, and receive alerts on critical units you specify.



## Reporting and analytics

Create engaging discussions—transparency of the asset information.



## Utilization patterns

Identify utilization and performance patterns across your organization and compare to a national benchmark or a benchmark based on the assets you select.



# Outcomes & benefits

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Biomedical &  
clinical engineers

- Track metrics and deliver data & analytics
- Achieve comprehensive service model optimization
- Enable compliance



Clinicians

- Facilitate decisions about relocating, upgrading, and staffing
- Increase staff productivity and optimize patient flow



Department directors  
& executives

- Help drive business decisions and strategy
- Optimize assets
- Provide visibility on activities and performance across different sites





# Maintenance

With iCenter, you'll have the following features:

- ✓ 24/7 access to GE Healthcare service records through an easy-to-use dashboard
- ✓ View corrective, preventative, FMI, and proactive service reports
- ✓ Create and track service requests
- ✓ Access engineer debriefing data and download reports

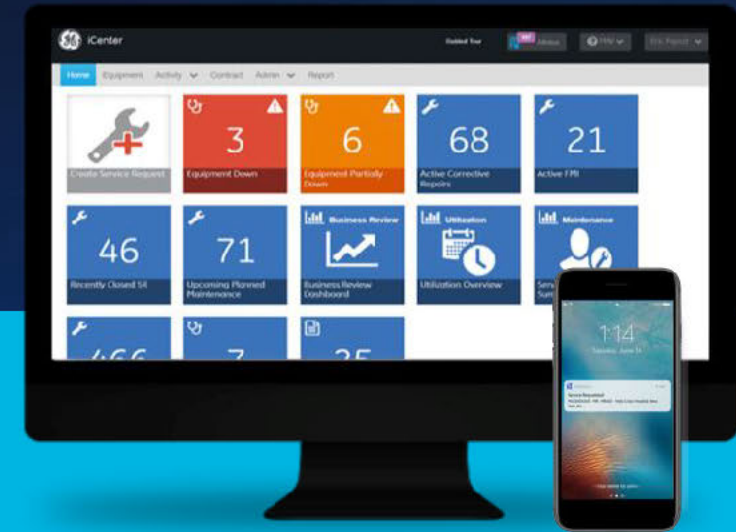
## Positive outcomes

### ✓ Quicker service issue resolution

Increase staff productivity and patient flow through a smoother service experience

### ✓ Improve capital planning

Help improve machine uptime and service lifecycle planning with access to data on equipment reliability and failure patterns





# Utilization

Optimize equipment use and performance with the following data points:

- ✓ Exam duration time
- ✓ Patient counts and duration
- ✓ Operator information
- ✓ Referring physicians

## Positive outcomes

### ✓ Optimize usage

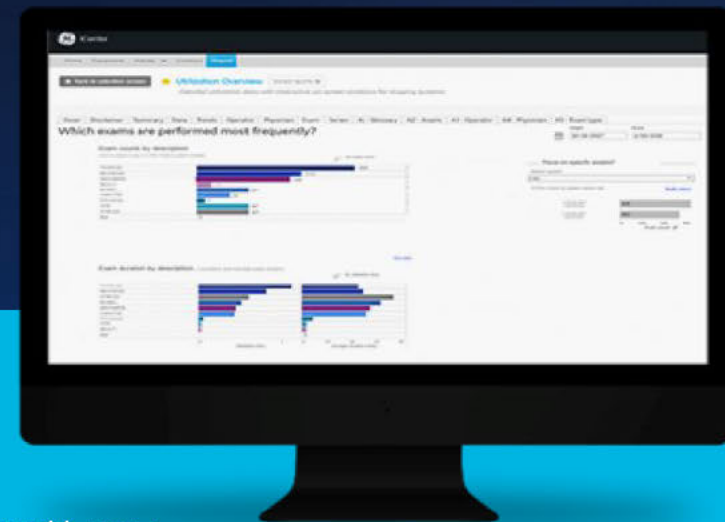
Monitor asset usage patterns while identifying variations to maximize utilization

### ✓ Improve scheduling

Review duration of specific exam types and identify gaps to adjust scheduling

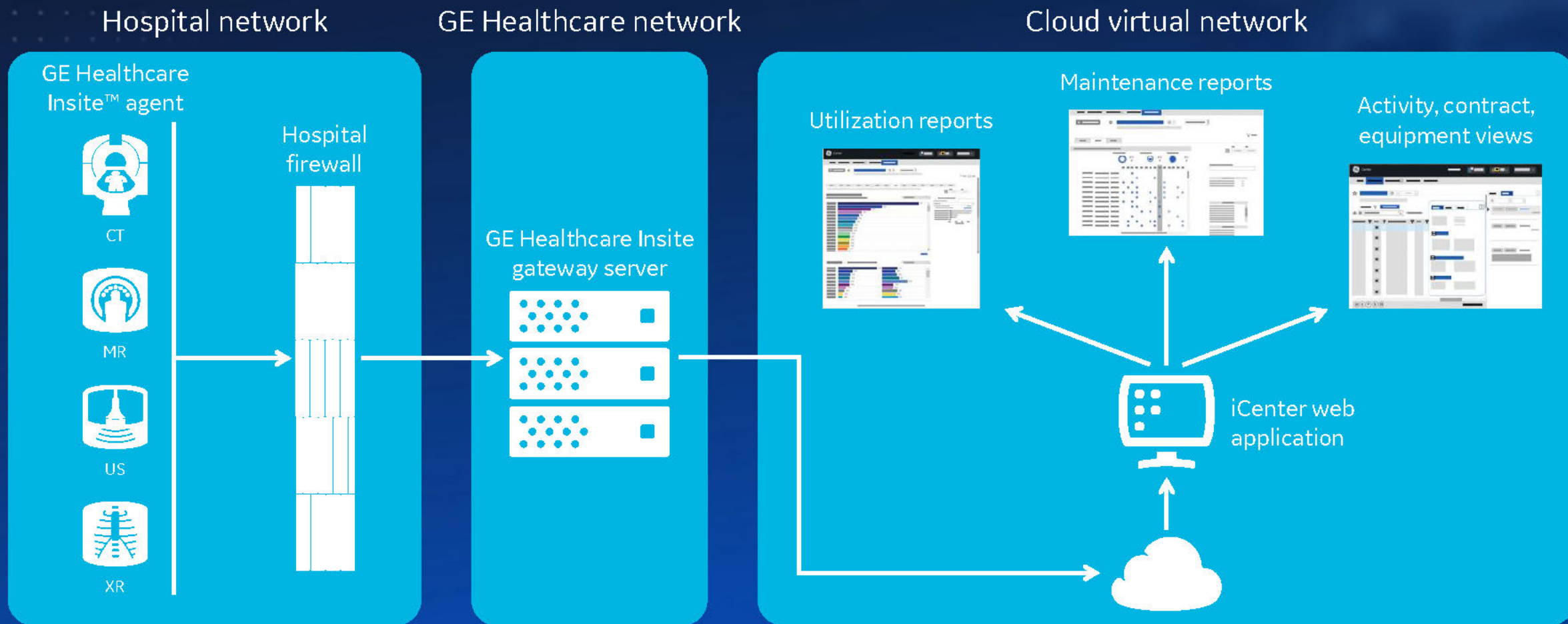
### ✓ Identify clinical trends

Review exam trends from referring physicians to identify patterns to use in staff training and to drive future business



# How does it work?

## THE ARCHITECTURE



# Stairway to value

## Enable

Help me understand what is my Installed Base (IB)

### Asset inventory

- Visualize my entire IB served by GE Healthcare
- View my contract entitlement
- Localize my assets

## Perform

Provide me data to be more effective in managing my IB

### Asset status

- Access my maintenance history
- Monitor contract, uptime, and PM schedule
- Request service support

## Improve

Provide me with data and analytics to optimize my asset utilization

### Asset utilization

- Beyond equipment service to asset management
- Get reports and analytics on my asset performance
- Identify utilization and performance patterns

## Optimize

Help me maximize my revenue and improve my operational performance

### Asset optimization

- Beyond asset utilization
- Benchmark my performance and improve my capital planning
- Increase my patient workflow





# iCenter adopted worldwide

DATA AS OF 2019

**100**

Countries

**+**

**25K**

Active users

**5M+**

Connected machines



# MyGEHealthcare App

SERVICE REQUESTS MADE EASY

Clinical engineers or technology managers can't always be near a PC, which is a challenge when a service request needs to be made on the go! GE Healthcare is bringing iCenter's asset management and service request tools right to your mobile device: giving you access to the resources you need, anywhere you need them.



Create and track service requests to completion



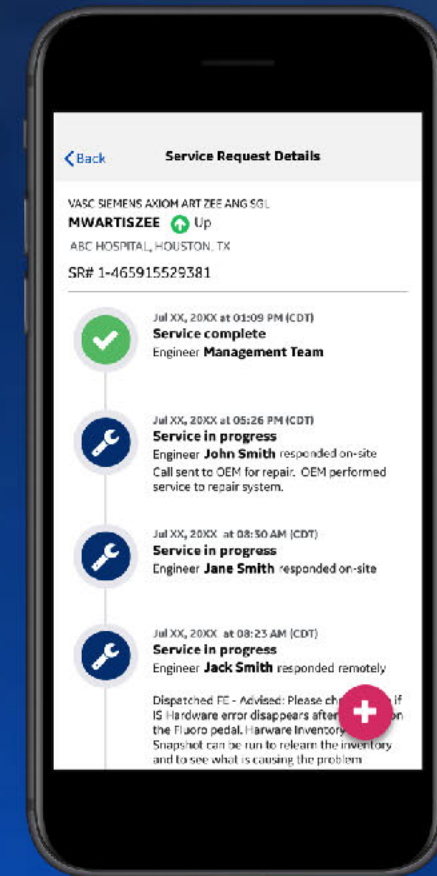
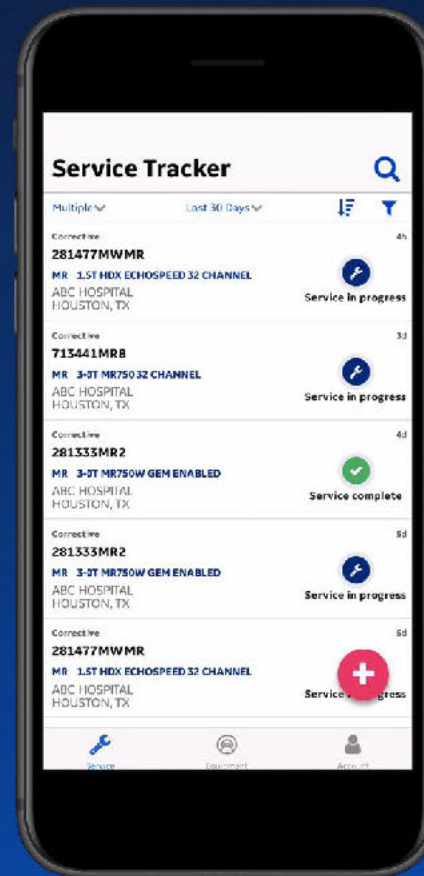
View service request history and upcoming planned service



Access engineer debrief data



Get real-time push notifications for every step of the service process



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\*Where there is an Internet connection

