



DIGITAL TECHNICIAN

VIDEO TRANSCRIPT

In the Medical Technology industry, service has always been considered a major cost driver.

But service has become more and more important as customer experience is a key driver for customer satisfaction.

Today, field service processes are often paper-based and a lack of essential information on-site causes repeated visits. This increases costs and leads to a missed opportunity to satisfy the customer.

Digitalization significantly changes how field service engineers interact with customers and devices - driving both efficiency and customer experience.

Service Technicians get equipped with digital support tools that enable them to fix the machine during their first visit.

An especially important area here are mobile apps that support the service technician on-site.

And that's why we have streamlined and digitalized key field service processes in a tablet-based mobile app.

It supports the whole process from service order creation to spare parts management to documentation and reporting - and even signing off the service order

Our digital technician solution significantly reduces administration time and equips engineers with the information needed to fix the problem in one visit.

Interested in efficiency gains and increased customer satisfaction?