



OnWatch:

Reduce disruptions. Enhance care.



OnWatch remotely monitors various system parameters and signals potential errors and malfunctions to proactively initiate a corrective action – helping to effectively convert unplanned downtime into scheduled service events.

Benefits of enabling OnWatch on your vascular system



38% less

unplanned downtime on average



53% less

time elapsed before resuming your patient exam schedule



26% less

time elapsed between start and completion of service requests

OnWatch system-generated service requests are more efficient than customer-initiated service requests, enhancing the ability to proactively troubleshoot, diagnose, deliver parts and repair.



Methodology:

The data set for this study included a total of 96 systems from the IGS family systems installed in the EU.

The study was done on the same population based on two periods: before Onwatch was activated for a 7 month period and then after OnWatch implementation for an 8 month period.

Results of the two periods was extrapolated to 1 year in order to compare results on the same baseline.

The metrics were measured and compared between the two periods with OnWatch being not implemented and with OnWatch enabled.

Service events were defined as corrective action service requests that were opened and closed during the measurement period and included both user- initiated and system- initiated service requests. Service events that were opened during, but closed after the end of the measurement period were excluded.

Limitations of the Study:

In the study, corrective action service events were considered to have equal priority. No sorting was performed to differentiate the level or type of service needed. GE Healthcare internal data shows that due to workflow needs regarding interventional systems, any type of disruption is impactful because it means you cannot perform examinations as scheduled.

OnWatch does not monitor all technical issues occurring in a specific device. Therefore, measuring OnWatch performance over all sets of devices randomly selected dilutes the performance. A closer analysis of devices that were not operating at optimal performance may reveal more consistent metrics on the intrinsic performance of OnWatch. This study was based on an assumption of uptime covering 24 hours per day, 7 days a week.

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