



Look to GE to achieve your desired outcomes in Healthcare Technology Management.

For 30 years, GE Healthcare has been at the forefront of delivering biomedical services that help drive improved outcomes for over 700 customers worldwide. Our flexible programs, enabled by data and analytics, offer core maintenance services and include attributes that go beyond break-fix. We help you optimize asset utilization, customize the right service plan for your organization, and adapt your program to changing needs.

Whether you're a large IDN or small community hospital, our biomedical services have the capabilities, resources and experience to help deliver the results you need and the value you expect.

“We ultimately selected GE because they offered more services to meet our additional business needs and they seemed more focused on our interests than their competition. Also, GE’s overall annual costs were significantly lower, which was an important factor.”

– Dave Schott- Assistant Administrator, Quantum Health



We are one of the largest service providers in Healthcare Technology Management with millions of devices under our care.

- 2M devices under management
- 3.3M devices with service histories
- 1,200+ OEM and vendor relationships
- 45,000 unique makes/models supported
- 3,300 service engineers nationwide
- 700 biomedical service customers

As a result of our integrated and comprehensive approach to Healthcare Technology Management, we have developed the expertise and experience to help you lower your overall cost, improve the quality of care delivery, and realize your goals.



Service Model Optimization

Help optimize and standardize your service strategy—outsource or in-house support

Onsite Biomed Operations

Highly trained embedded teams that provide support or operate your biomed program, depending on which service model is selected.

- Specific PM procedures based on make/model to help ensure compliance and asset longevity
- Timely on-site repairs
- Collaboration with your organization

Scale and Expertise

- More than 2M models currently under management
- Local and vendor support for lasers, anesthesia, respiratory, sterilizers, laboratory and endoscopes
- Certified ISO9001:2000 and 13485 credentials

Flexible Coverage Options

Ongoing support and guidance on optimal coverage levels and services strategies customized to fit your unique needs.

- Weekday onsite coverage 8am-5pm with flexible options that include 24x7x365 emergency service available
- Parts procurement through GE
- Staffing model optimization



Integrated Asset Management

Help improve your asset lifecycle and reduce waste by getting more out of each asset

Mobil Asset Management

We help ensure your equipment is in the right place at the right time in the right condition.

- Lean process improvement to help ensure enhanced asset availability and utilization
- GE's RTLS technology Encompass helps reduce search time for mobile devices and enables providers to locate critical mobile assets in real-time¹
- Right-sizing mobile inventories

Advanced CMMS System

A modern, cloud-based, mobile-friendly application portfolio for management of clinical assets.

- Helps to improve productivity and lower asset management costs
- Full reporting transparency so your costs and other critical activities are clear

Technology Planning

Benchmarking and performance data to optimize asset acquisition and service decisions.

- Full physical inventory with sustained accuracy
- Technology planning support based on your current IB, your organization goals and your market needs



Sustainability & Innovation

Adapt to an evolving market and help ensure your program brings ongoing value

Program Governance

We help ensure sustainability of all financial and quality outcomes through rigorous program management and governance.

- Quarterly business reviews
- Steering committees

Accreditation Readiness

Help ensure ongoing readiness of your program with evolving industry requirements.

- Our PRIDE audits comply with The Joint Commission, DNV, CMS, OSHA, FDA, hospital policies, and industry standard practices

Ongoing Service Investments

GE continues to look to the future to anticipate and invest in ways to help bring ongoing value to your program.

- Focused on innovations to help enhance service technologies and capabilities including remote repairs, RTLS technology and new CMMS platform

Clinical Networking and Cybersecurity

Keeping your data secure is critical. GE can help you ensure your policies and process are robust and implement actions to help mitigate security breaches.

¹ The implementation and utilization of the enterprise asset management tool depends on your coverage level and terms of your contract.

Let us design a program that's right for your institution. Contact your local GE Healthcare Service representative for more information.

Or visit gehealthcare.com/services

