



SOFTWARE DEVELOPMENT
SYSTEMS DESIGN & IMPLEMENTATION
BUSINESS CONSULTING

An *nGeneYes* Success Story

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Curing repair tracking and diagnostic woes for a medical imaging group.

The Client: The Diagnostic Imaging Group of one of the top 10 largest industrial corporations in the U.S.

The Problem: This group manufactures and repairs sophisticated radiology-imaging equipment for use in hospitals and clinics. Because the equipment affects life-saving procedures, federal regulations require that a detailed repair history for each piece of equipment must be maintained for seven years. The company was handling this process with a manual, paper-based system. This required an enormous volume of paper flow and labor time – each time a piece of equipment came in for repair employees had to take time to locate its historical file folder.

A further challenge was that the repair floor utilized an array of customized computers or “black boxes,” each programmed to diagnose a specific repair problem. The “black boxes” functioned independently of each other, which made pinpointing problems in complex equipment difficult. Often, repair technicians had to rely on trial and error and guesswork.

The *nGeneYes* Solution:

We designed and implemented a complete automated tracking system, including a customized application which uses bar codes as “license plates” to monitor repairs and other activities for each individual product. In addition, we developed software that enabled the multiple “black box” computers on the repair floor to interface, allowing employees to diagnose problems with the complex imaging equipment faster and more accurately.