



UPS Systems

The Accessory Solution that Provides
Powerful Investment Protection



Siemens Integrated Service Management relieves healthcare executives from the day-to-day tasks of managing complicated diagnostic imaging and biomedical systems, while providing unprecedented control over costs, compliance, uptime, and ultimately over their future.



UPS Systems: The Accessory Solution that Provides Powerful Investment Protection

The Challenge: System Failure With No Apparent Explanation

Fact: Downtime can be devastating to any business. Healthcare is no exception. Downtime can mean unhappy patients, lost opportunities and, consequently – lost revenue. So if a million dollar imaging system goes down, the results can be catastrophic. But what if you don't know why the system failed? How can you find a solution to a problem when you don't even know what the problem is?

This is the exact situation that a large healthcare provider confronted in the fall of 2004, when its CT system, the SOMATOM Sensation 16, began failing for no apparent reason. The system had only been installed for one year, but an unknown component failure caused two outages in only three months.

Needless to say, the downtime caused by these outages negatively impacted patient care—and their business.

“Patients that could not be scanned because of the outages were lost. Our patients are typically in town for only a couple of days before returning to distant homes. Their CT scans had to be done somewhere else, and we had the results sent to us. Needless to say, this is not the best way to serve our patients,” explained the facility's Chief Physicist.

The provider hadn't experienced any problems with the system in the past. So what was causing the failures? And how could the facility find out?

The provider needed answers. Fast. So they turned to the partner they trusted most for their solutions—Siemens.

Siemens Service Acts Quickly to find Cause of Problem and Resolution

This issue became the primary focus of the Siemens service team – known as Integrated Service Management (ISM). Todd Robertson, the facility's onsite ISM Manager, had an idea about what could have caused the failures. He believed that power problems might be the cause of the failures, although the customer claimed to have no other power problems that they knew of.

Test equipment was connected to the Sensation 16, and power input data was recorded for three weeks. The data was forwarded to Mike Jhaveri, the Siemens Power Expert at the Uptime Service Center, for analysis.

Within a few days, Mike confirmed Todd's suspicions: A pattern of phase dropouts, brown outs and neutral-ground spiking in the local power supply to the system was responsible for the component failures of the SOMATOM Sensation.

Siemens Accessory Solutions is a convenient, single-source for medical imaging accessories and services. It offers a wide range of OEM accessories, including injectors, printers, laser cameras, Computed Radiography systems, wheel chairs and much more. For more info, visit: www.usa.siemens.com/medical-accessoriesolutions

Did you know that a UPS system can also protect against virtually all potential power issues, including natural disasters, lightning and other weather-related incidents?

The Recommendation: An Uninterruptible Power System (UPS) from Siemens Accessory Solutions and Eaton, Inc.

The Siemens service team recommended the Powerware 9390 UPS system that was available through Siemens Accessory Solutions.

The Powerware 9390 UPS, made by Eaton, Inc., cleans and regulates incoming utility power before it reaches the SOMATOM Sensation. It uses a double conversion process to condition the power and provide backup battery power as well. The system is complete with Eaton's goal of "five nines" availability. This would deliver 99.999% reliability, or an average downtime of only five minutes per year.

"With the release of our new UPS technology, we realized early that extensive certification testing was required and was subsequently conducted at Siemens TDC," said Joe Pirozzi, Eaton Director Global Accounts. The certification testing for CT, MR, and AX was successfully completed in late 2004 just in time to address the facility's situation. "We are excited to have played a role in this success as this re-enforces our decision to expand our relationship with Siemens and expend the resources to become the only certified UPS solution that encompasses all three modalities: CT, AX, and MR," said Joe.

The facility approved the purchase of the UPS system after the Siemens Service team presented the power analysis and their recommendations to the provider during their monthly service meeting. Three months later, the Powerware 9390 UPS system was installed.

The Outcome: Failures Eliminated, Patient Satisfaction Increased, Money Saved

A year after using the Powerware 9390 UPS system, there have been no component failures or service interruptions with the SOMATOM Sensation. For the facility, this has translated into significant savings:

- Patient satisfaction has increased, since they did not have to go to another facility or postpone their scan.
- Downtime for component replacements was three days for each outage. With an average of 36 patients per day being imaged elsewhere and billed out at \$1,000 each, the recorded revenue amounted to over \$200,000.
- According to the Siemens Service Manager, the total list price of the replacement parts equaled over \$400,000 in savings.

In fact, the facility was so pleased with the results that it plans to integrate Powerware UPS systems with all the CT solutions it will purchase for its new hospital.

"We were looking for a responsive relationship and great outcomes with our new Siemens CT solution in terms of service, support, and accessory solutions," said the CT Manager for the facility. "And we got it."

For more information please call: 1-888-222-9944 ext. 7, or visit www.usa.siemens.com/medicalaccessory-solutions.



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06-111-PC-866 08-2006