

# Optimized Knowledge Delivery for Medical Device Manufacturers



Syncron Service Knowledge provides secure access to all content types globally to improve technician productivity while improving the product uptime for healthcare organizations.

As technology advances, medical equipment manufacturers face the challenge of sharing complex parts and service information across the value chain. Product and service knowledge must be readily accessible among customers, technicians, distributors, dealers, and suppliers.

Manufacturers worldwide depend on Syncron Service Knowledge to accelerate and simplify knowledge resource access. Our customers' product information and service knowledge are always available, even offline and in the user's language of choice. When empowered with

contextual and accurate knowledge, self-service becomes more useful for customers and technicians while saving the manufacturer's time and resources.

Syncron Service Knowledge enhances delivery across the service life cycle, extending across warranty claims processing, product inspections, service parts catalog utilization, and field service and support functions. Our intuitive mixed-media search capability makes it easy for service and support personnel, and customers, to quickly self-serve and find the resources they need.

## Syncron Service Knowledge



- ✓ Faster response times
- ✓ Improve first-time fix rates
- ✓ Reduce labor costs

# Synchron Service Knowledge Benefits

## Improve Productivity and Reduce Costs



### Improve support and service

The “360 view” in the Synchron CSX platform provides dynamic, as maintained, and manufactured knowledge content.



### Deliver relevant knowledge

The publishing of product, bill of material, and serial number-aware knowledge to mobile devices allows technicians to diagnose and repair products accurately, onsite, in real time.



### Access information anywhere, anytime

Technicians access knowledge resources at any time, even while offline. Synchron Service Knowledge supports full “no-connectivity” search and content availability.



### Collaborate with remote presence

Remote capabilities allow real-time collaboration with support experts to share knowledge and solve complex problems faster, reducing productivity loss and follow-up visits.



### Use feedback to gather deeper insights

End customers can easily communicate their questions and concerns about published knowledge. That feedback is then tracked, assigned, and incorporated into publication updates improving the service resolution workflow.



### Faster access to needed resources

Whether you’re an end customer, channel partner, or supplier, service knowledge management enables you to quickly find content and documentation associated with products. Advanced search capabilities allow customers access to mixed-media formats, including videos, PDF/HTML publications, and schematics.

## Modernize Knowledge Management



### Up-to-date information in real-time.

Access advanced and extendable content types, including operator manuals, service bulletins, assembly instructions, enhanced schematics, fault codes, downloadable diagnostic software and firmware, videos, and technical articles. Full-text indexing enables the user to easily locate content with a simple search.



### Secure delivery with document-level encryption.

Extendable enterprise encryption provides an optional solution for securing proprietary content to meet business compliance requirements.

## Explore Service Lifecycle Management with Synchron



Synchron empowers leading manufacturers and distributors to capitalize on the world's new service economy. With our industry-leading investments in AI and ML, Synchron offers the first, innovative, customer-endorsed, and complete end-to-end intelligent Service Lifecycle Management solution portfolio, encompassing service parts inventory, price, equipment uptime, warranty, and field service management. Delivered on the Synchron Connected Service Experience (CSX) Cloud, our solutions offer competitive differentiation through exceptional aftermarket service experiences, while simultaneously improving aftermarket business profitability. For more information, visit [synchron.com](https://synchron.com).