

# Healthcare Technology Management Trendspecial by IFS Ultimo.

 | IFS Ultimo



# Introduction

In an ever-evolving world, staying ahead of the curve has never been more crucial. Trends shape our industries, our lives, and our futures. They hold the power to transform the way we work, play, and connect. As we step into this new era, characterized by unprecedented challenges and remarkable opportunities, it is imperative that we pause to reflect on the currents of change that are reshaping our world.



**Patrick Beekman**  
*Manager Technology  
Solutions & Healthcare  
Marketing*

Welcome to the IFS Ultimo HTM Trendspecial 2023; an in-depth exploration of the most impactful trends that are defining our present and shaping our tomorrow. This report is a testament to our commitment to understanding the forces at play in our rapidly changing landscape. It is a comprehensive roadmap for businesses, innovators, and thought leaders seeking to navigate these shifting tides successfully.

Our journey through these trends will take us across various domains, from technology and business to culture and sustainability. We will explore the disruptive potential of emerging technologies, the nuances of consumer behaviour, the impact of global influences, and the imperative of sustainability and social responsibility. With each trend, we will uncover the challenges and opportunities it presents, and we will offer actionable insights to help you harness its potential.

## The power of knowledge

At the heart of this special lies a belief in the power of knowledge and collaboration. In a world defined by information overload, it is more critical than ever to distil complex trends into actionable insights. We have assembled a team of experts and researchers who have tirelessly worked to gather, analyze, and interpret data from various sources. Their dedication has resulted in a report that not only identifies trends but also provides a roadmap for adapting and thriving in this rapidly changing landscape.

As we embark on this journey, it's important to remember that trends do not exist in isolation. They are interconnected, and their impacts are often magnified when understood within the context of the larger ecosystem.

Throughout this report, we will emphasize the interplay between trends and the opportunities that arise at their intersections.

Moreover, the past two years have underscored the significance of resilience and adaptability. The global pandemic and conflicts have accelerated many trends, while others have emerged in response to the profound changes we've witnessed. The ability to pivot, innovate, and respond swiftly has become a competitive advantage.

## Shaping our world

We invite you to immerse yourself in the pages of this report, to explore the trends that are shaping our world, and to contemplate how they might influence your industry, your organization, and your personal journey. As you read, we encourage you to envision a future where you not only adapt to change but drive it—to be a leader, an innovator, and a catalyst for positive transformation.

The insights contained within this report are a culmination of countless hours of research, analysis, and collaboration. They are meant to be a beacon of clarity in a world that can sometimes seem bewildering. The trends we uncover here are not mere observations; they are guideposts for the future. By understanding them, you equip yourself with the knowledge to thrive, innovate, and lead in an ever-changing world.

Thank you for embarking on this journey with us. Together, we will navigate the shifting tides of change and build a future that is defined not by uncertainty, but by our collective capacity for insight, adaptation, and progress.

# IFS Ultimo for Healthcare

Through smart innovations and far-reaching collaborations, IFS Ultimo is able to offer excellence in care so you get the most out of your people and resources. IFS Ultimo is more than a CMMS. To best support this care and comply with extensive laws and regulations, a high-quality Enterprise Asset Management (EAM) strategy is of utmost importance.



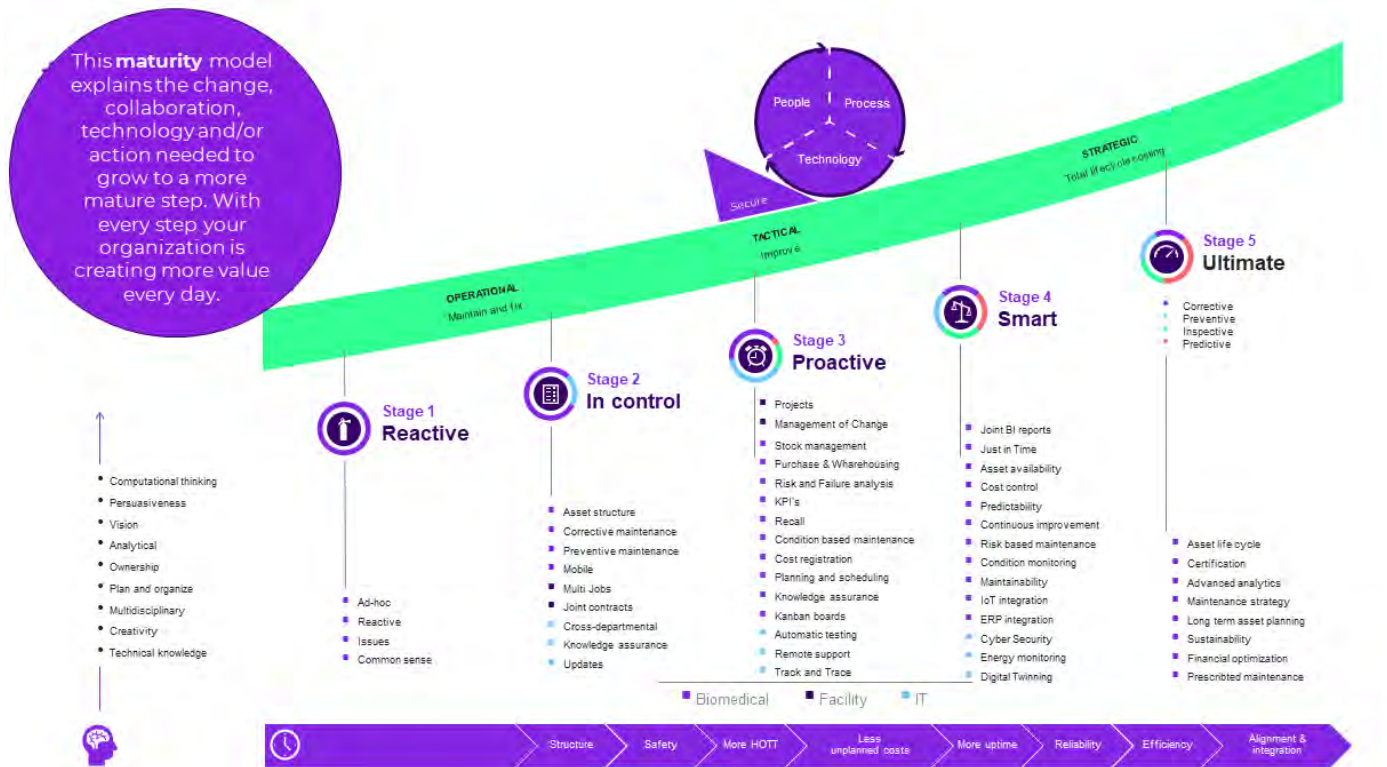
## CMMS vs EAM

Both systems are software solutions used in the field of maintenance and asset management, but they serve different purposes and have real distinctions. To explain the differences between both CMMS and EAM, we refer to the Gartner paper on CMMS (Computerized Maintenance Management System) vs. EAM (Enterprise Asset Management).

- **Computerized Maintenance Management Systems (CMMSs)** are typically used for smaller-scale, single-site implementations and have limited or no capabilities for spare parts, materials, or resource scheduling.
- **Enterprise Asset Management (EAM)** systems are typically more appropriate for larger-scale, multisite implementations, with extended functionality, including advanced materials and resource optimization (MRO) and scheduling capabilities.
- **CMMSs** are likely to require more complex integration with other systems that are in place, while EAM systems typically offer a complete API that exposes all services and accelerates implementation.

This year's responses from asset managers show that organizations have different maintenance approaches to suit their specific needs and maturity stage. The possible answers that respondents could give were aligned with the "EAM Maturity Model"; the 5 different maturity stages. Again looking clearly at the distinction between CMMS and EAM.





## Continuous Improvement

Among our customers we see a growing awareness around EAM and an increasing need to enhance collaboration and communication between teams and departments. The real desire is to improve the quality of information.

The majority of asset managers see their organization in Stages 1, 2 and 3: When respondents were asked to identify the approach that best represents their organization's maintenance strategy, 66.7% indicated they follow a controlled approach (Stage 2: "In control"), which involves a combination of corrective and preventive measures along with cross-departmental collaboration with for example the IT department.

This was followed by a Stage 1 "Reactive" approach (corrective, no professional software utilized) for 13.6% of organizations, and a Stage 3 "Proactive" approach (Track and trace, software utilized for planning scheduling and compliancy), selected by 7.6%.

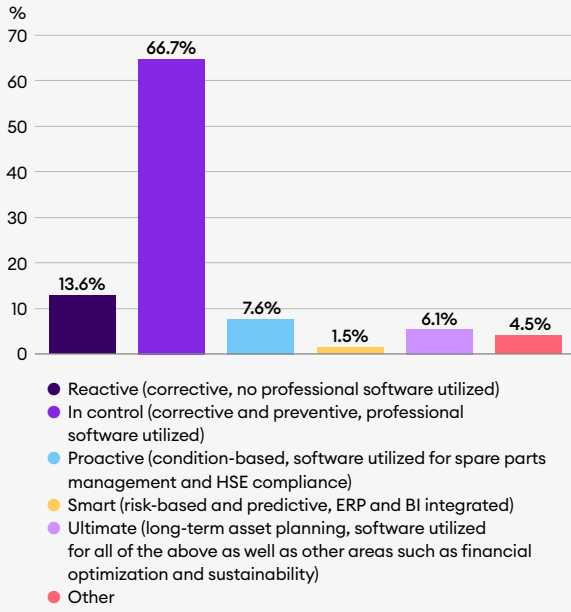
## Long-term asset planning

Just below that, we still see another considerable number of 6.1% of organizations that indicated that their organization follows a Stage 5 "Ultimate" approach, which involves long-term asset planning.

In this approach, the software is utilized for all the previously mentioned aspects, and it extends to areas like financial optimization and sustainability. Only 1.5% of asset managers say their organizations implemented a Stage 4 "Smart" approach. In this stage, maintenance is Predictive, with the integration of Enterprise Resource Planning (ERP) and Business Intelligence (BI) for enhanced decision-making.

In summary, this means that only a combined percentage of just over 7.5% of all asset managers think their organization has already reached the highest stages, Stages 4 or 5, of the "EAM Maturity Model".

### What best represents your organization's approach to maintenance?



Additionally, it is worth noting the level of satisfaction among organizations regarding their current maintenance approach. A significant 74% of asset managers express various degrees of satisfaction with their existing maintenance strategies (13% are even very satisfied), while 18% remain neutral (neither satisfied nor dissatisfied) and 8% express dissatisfaction.

## 74% of our users is satisfied or even very satisfied with the existing maintenance strategy.

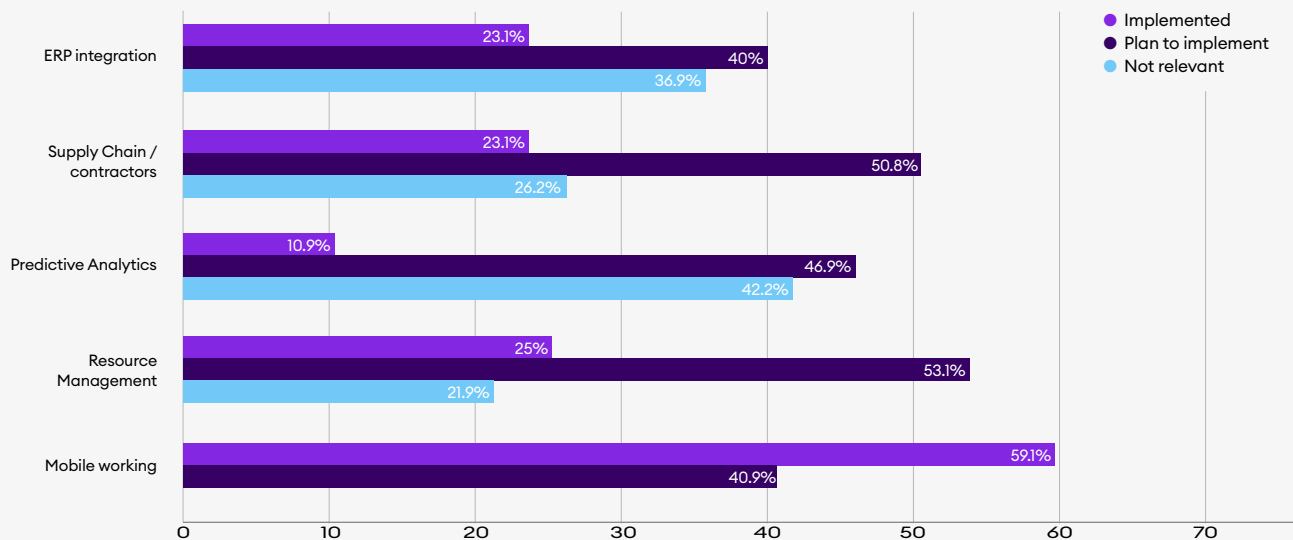
Despite the generally positive sentiment, respondents agree there is room for improvement. And that is also something we see very clearly reflected in our maturity model. The main characteristic we see among our users is the continuous desire to improve and optimise, with regard to the cohesion in process, people, and technology.

The survey reflects a trend of key functional capabilities being implemented within an existing EAM system, signifying a shift towards “Smart” and “Ultimate” maintenance approaches.

- 53.1% plan to use predictive analytics.
- 40% plan to integrate the EAM with the ERP solution.

Moreover, many organizations have already integrated important capabilities. For example, mobile working is used by 59.1% of organizations, while Resource Management is used or will be implemented by 78.1% of respondents.

### When we look at the following functional capabilities of the EAM system in use, which of these have already been implemented or are you planning to add?



# Fluke Biomedical expert interview

Michael Raiche is Director of Product Management at Fluke Health Solutions, who leads the world in the manufacture of biomedical test and simulation products. Michael shines his light on the current market from a Biomed perspective and explains how their solutions drive patient safety and make the work of Biomed professionals easier, more efficient, and more reliable.



**Michael Raiche**  
Director of Product Management at Fluke Health Solutions

“We enable our everyday heroes to focus only on protecting lives. As one of Fluke Biomedical’s solutions, OneQA makes sure that hospitals are standardizing and managing procedures, documenting, and reporting appropriately and automatically. If you are a user of Fluke Biomedical or RaySafe test equipment, you can automate the execution of the steps and the pulling of the data reports to make the test equipment even better.”

## Consolidation, scarcity of personnel and ever-changing regulations

“Within the United States, which is my home market, we see hospital consolidation. Smaller hospitals are being acquired by larger ones. This increases the need for mobility and portability, but also for efficiency and automation. Because people are moving from hospital site to site, they are looking for smaller and lighter test tools to bring and want to be more efficient with their time. So, tools now need to be packed and picked to other locations. This of course takes time, and therefore our customers are constantly seeking to find ways to save time.

The other thing the market experiences is labor changes. It is estimated that 50% of the Biomed professionals are retiring in the next 5 years.

And Biomed schools are closing or at least provide fewer new professionals than before. So, we have to figure out other ways to bring new staff into our industry and bring them up to speed. On the other hand, we see the number of medical devices in hospitals rising, and they all need their maintenance. So, there is a major gap to fill there. Do more with less is a big theme and challenge that almost every hospital faces nowadays. Tracking and tracing the right devices is another obstacle. For example, infusion pumps always seem to be lost. Our customers are telling us that they are spending between 10 and 30% of their time looking for the medical device they need.

The changing regulations are also something to consider. This of course also varies per country and per time. But procedures at hospitals change, equipment instructions from manufacturers change, knowledge of staff changes, and so on. This is also something that we see our customers struggling with.”

## Cloud adoption rises

“Looking from the technology and digital transformation angle, luckily the perception of the cloud is changing over time. Our customers are increasingly relying on cloud specialists and are more open to it. Cloud technology has proven itself over the last years and is one of the big gamechangers that improves data availability, optimizes staff efficiency, and impacts security. After all, how safe is your own server that is coming out of your pocket directly? Nevertheless, we also still see a lot of hybrid solutions at our customers, which provide the best of both worlds for people that are not willing to fully rely on cloud solutions yet.”

# 50%

## estimated number of Biomed professionals that will retire in the upcoming 5 years.

### Increasing the efficiency of medical staff

“If we summarize all this, the efficiency of staff members and saving time for Biomed and technical personnel are key elements for every hospital out there. Together with IFS Ultimo, we improve workflows to add value in this field. With OneQA, we manage the test procedure, we run the test procedure, and we create that report. By integrating that data with IFS Ultimo, it directly improves the work order. It tells you which asset was tested and when. The integration ensures that the right procedure is connected to that asset in OneQA. So, you run the procedure, get the results, and that data report will directly be available in IFS Ultimo to close the work order. The workflow is seamless and does not require saving a document in one place or sending an email somewhere. It is all controlled within one process. This saves a lot of time because all is automated. The integration does not require a complex implementation and is almost plug-and-play. So, customers can very easily start to profit from these benefits.

The elimination of manual steps in testing, reporting of deviations, and making common mistakes results in up to 35% time-savings. Next to that, it is very easy to report and find all the data in the future, because you can easily find how devices were tested, when and by whom. And that supports audit compliance, which is becoming increasingly important nowadays as well.”



## Everything that we do as a business impacts patient safety.

Vision of the future: data will be more and more prevalent. “Looking forward, we are exploring the predictive space. When you have access to data, you can build something where you can start driving the technician's behavior. For example, within your hospital, this is what we have seen in the last 3 tests. Now the data shows that we recommend taking this device out of usage.

Not that we want to control the work of the technician; we want to support them and let them be more productive and valuable.

This is leaning toward condition-based maintenance, which increases asset optimization. That is also where I see we, as Fluke Biomedical, and IFS Ultimo can strengthen each other in the future.

Data is going to be increasingly prevalent. So being aware of what is possible and making use of these new opportunities and technologies enables you to be part of the future. Trying to push it off for as long as you can does not help you further in the long run, as we see data and systems are only increasing in our everyday, but also in our professional lives. So, it is better to jump on this train now and be in the driver's seat. And as a part of this train, we want to supply the products, software, and solutions that drive patient safety.”

### About OneQA:

OneQA enables you to connect your automatic test results with the IFS Ultimo Software. Relentlessly focused on adding value to hospital, ISO and OEM partners, the cloud-based OneQA software works behind the scenes so you can focus on the work that is most important.

### About Fluke Biomedical:

Fluke Biomedical, LANDAUER and RaySafe lead the market through innovative products that address our customers' needs and help keep them and their clients safe. We understand that medical device manufacturers, biomedical professionals, physicists, field service, and other medical personnel must meet increasing regulatory guidelines, higher quality standards, and rapid technological growth while performing their work faster and more efficiently than ever. We are committed to helping you achieve your goals. Spend time on our website and see the products each brand offers and how they can help.

Fluke Biomedical leads the world in the manufacture of biomedical test and simulation products, including electrical safety testers, patient simulators, performance analyzers, and fully integrated and automated performance testing and documentation systems.

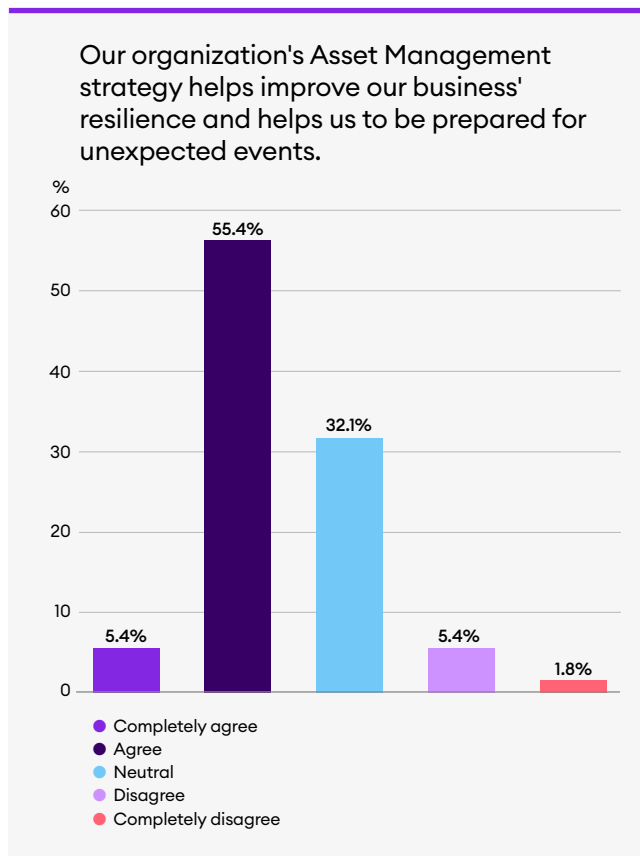
# 35%

## time-savings by using automated test equipment.

# Can an EAM strategy make the difference

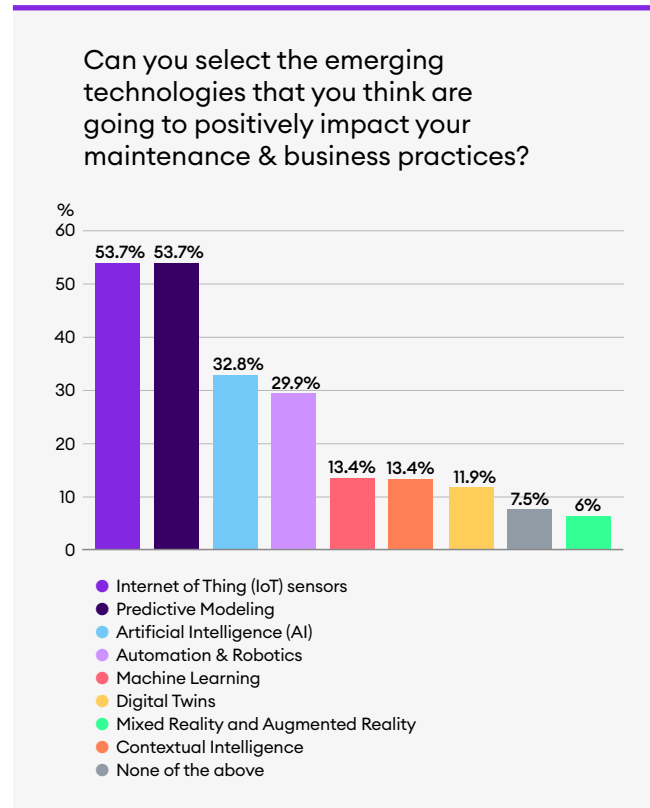
Despite the advantages we see in using an EAM tool, we still face some gigantic challenges. We therefore asked our respondents if an EAM strategy can actually make a difference. The outcome of the survey shows that a clear EAM strategy is necessary to deal with all these unexpected events. It makes the organizations more resilient. For the maintenance departments in hospitals that means doing more with the same number or sometimes fewer people.

Ensuring that all medical assets are available, safe, and secure under ever-changing conditions. A large majority of IFS Ultimo users agree in this survey that they are more in control because of their Asset Management strategy and application.



## Emerging technologies

With the help of partners and/or new technologies we can even improve. We also asked our clients what technologies can have a positive impact on the daily maintenance & business practices?



The Internet of Things (IoT), artificial intelligence (AI), machine learning (ML), digital twins, predictive modeling, and other emerging technologies are reshaping the business landscape, presenting new opportunities and challenges.

These technologies help companies improve efficiency, make better decisions, and gain a competitive advantage.

When asset managers were asked about the emerging technologies expected to have a positive impact on their maintenance and business practices, the top three responses were as follows: Internet of Things (IoT) sensors and Predictive Modelling both with 53.7%, followed by Artificial Intelligence (AI) with 32.8% and Automation & Robotics with 29.9%.



## What's holding us back

Organizations recognize the importance of adapting emerging technologies, however, some obstacles stand in the way. As per the findings of this survey, the top 5 obstacles to leveraging emerging technologies are a lack of expertise and investment, as can be found below. The biggest obstacle is investments/costs with 34%, followed by a lack of experience with 29% of those surveyed. Incidentally, we do see IT budgets within hospitals increasing, however, people are not yet able to make good use of them because they cannot properly oversee the impact of the investment. The so-called lack of proof.

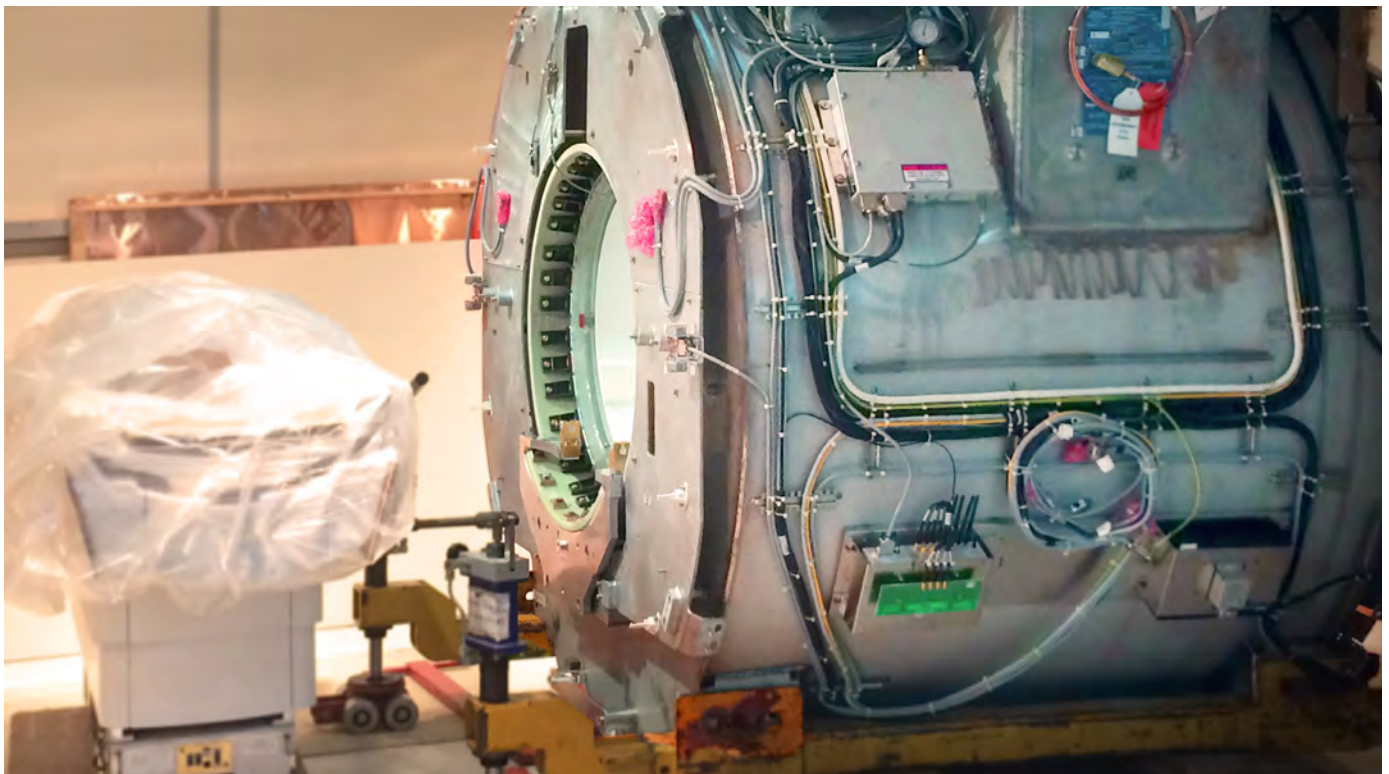
Category	Rank
Investment/costs	1
Lack of experience	2
Not integrated into software system	3
Lack of proof of concept or business case	4
Lack of data	5

So, we see some reluctance to adopt new technology. Yet it is not a question of if but of when we start working with these new technologies. Because if we look very critically at the obstacles indicated, we see that it is mostly about trust. The hospitals are still unfamiliar and uncertain as it comes to new technology and their impact.

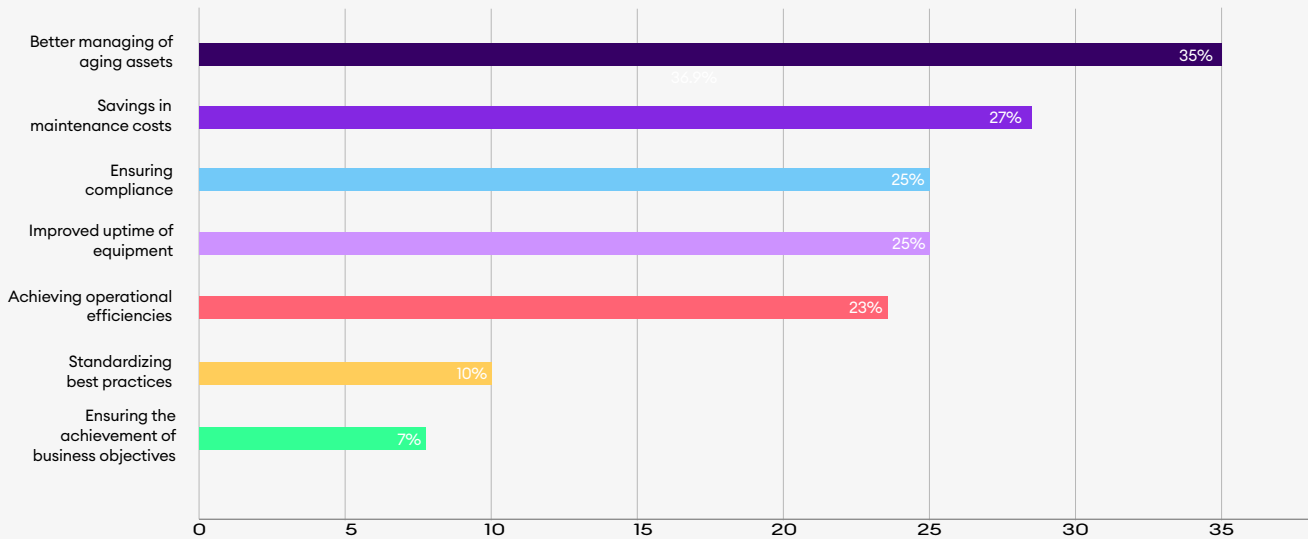
This also partly explains people's fear of incurring costs for something for which they do not yet have a clear outcome. But is it necessary to make a conclusive use case for technology that is still so new? On the other hand, is it justifiable to wait even longer to implement new technologies that continue to evolve? The longer you wait, the bigger the barrier becomes.

And a final important factor is also that hospitals are fearful of the unknown. In fact, according to Forrester, 64% of healthcare organizations now have more IoT devices on their networks than computers. We see that medical devices are getting smarter, but with that, they are also more vulnerable to cyberattacks. We encountered in an earlier survey that especially cyber security is becoming extremely important if we want to embrace new technologies.

**64%**  
of healthcare organizations  
now have more IoT devices on  
their network than computers.



## How do you benefit from Enterprise Asset Management technology & solutions?



## How do Asset Managers rank EAM benefits

An Enterprise Asset Management (EAM) application is crucial for organizations that rely on physical assets to conduct their operations. An EAM solution plays a central role in efficiently managing, maintaining, and optimizing these assets throughout their lifecycle. An indispensable tool in today's maintenance department's toolbox.

Survey results show that respondents see many different benefits in EAM technology, none of which particularly stand out above the others. At the same time, this endorses how broad the applicability of an EAM system is and on which processes it can have a positive impact.

- **35% of respondents prioritize the enhancement of aging assets to gain better control over operational risks.**
- **27% want to achieve savings in maintenance costs and time using asset tracking.**

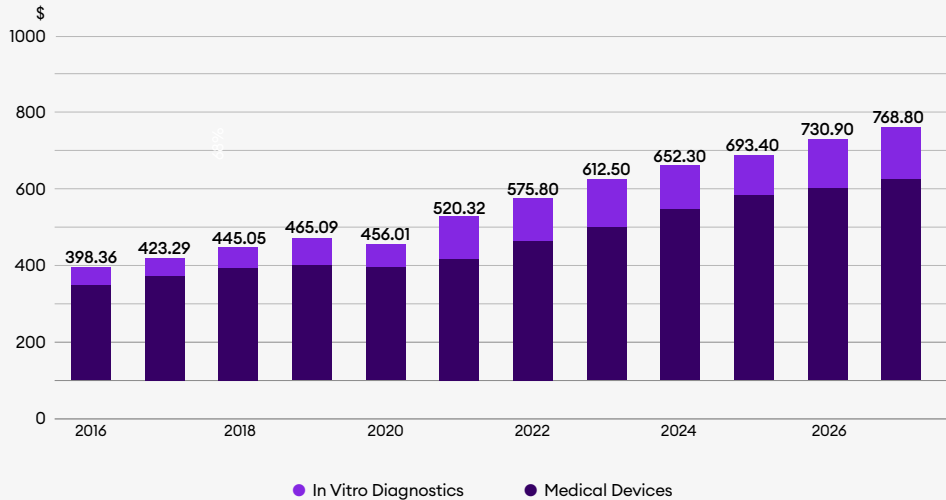
Within Healthcare we see a strong focus on efficiency-related advantages. Of course, this makes sense given the huge scarcity of technical staff. But also, extremely important as the number of medical devices continues to grow. On the one hand, because medical devices are kept in use for longer and the enhancement of aging assets, but on the other hand, simply because the market for new devices continues to grow in volume.

**\$652.3 B**  
2024 projected market volume for Medical Devices and Vitro Diagnostics.

Healthcare organizations depend heavily on medical devices to help prevent, diagnose, and treat illnesses. The consistent performance of these devices is critical in providing care to patients. Unexpected downtime or equipment that doesn't work correctly is literally life changing. And this is under further pressure due to the increasing scarcity of staff.

This research highlights the technical and time-sensitive nature of healthcare device maintenance, including the vital role of EAM technology in achieving these challenging outcomes and continuing to support healthcare organizations with the care and cure.

## Medical Technology Market in billion USD (US\$)



### Growing market

As a growing market, the projected worldwide revenue for the Medical Technology market is \$652.3 billion in 2024. The largest segment within this category is Medical Devices, with a projected market volume of almost \$500 billion. Revenue growth is steady, calculated at an annual growth rate of 5.95% for a market volume estimate of \$768.8 billion by 2027.

All these new devices need to be maintained, as well as all the aging devices used in healthcare. At the same time, the number of maintenance workers is not expected to grow. In fact, due to an aging population of biomed maintenance technicians, it is expected to decrease. In this survey, we also asked our respondents which internal and external influences were most disruptive for the organization now.

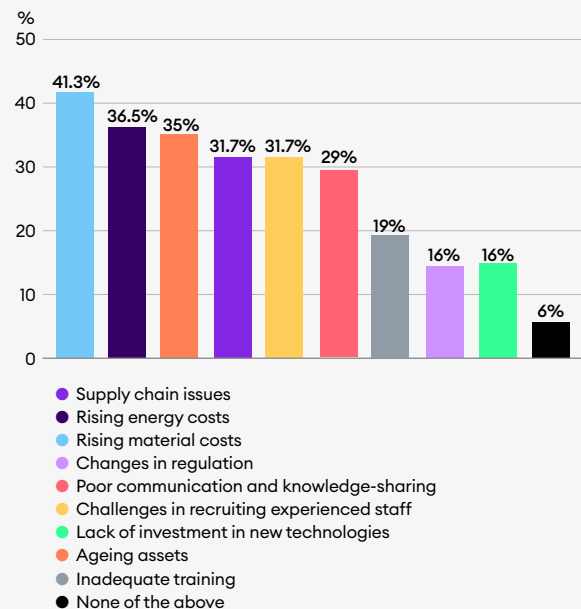
### Factors that cause disruption

IFS Ultimo works with many hospitals and medical asset service providers, so we have a good understanding of the technologies and trends going on in healthcare.

Based on all engagements within hospitals, the collaboration with partner organizations and looking at this HTM special, we see a serious concern regarding the rising energy (36.5 %) and material costs (41.3 %) that have a huge impact right now. The same applies for supply chain issues (31.7 %) and recruiting experienced staff (31.7%) that have a gigantic impact.

All these factors affect day-to-day operations and will have a major direct influence on healthcare if not acted upon by management and maintenance.

### Which of the following external and internal factors have caused the most disruption in your organisation last year?



So, we face the challenge of keeping a lot of balls in the air at once:

- Rising costs
- Growing number of assets
- Recruiting new employees.

And this is why collaboration between colleagues, departments and suppliers is going to become increasingly crucial to continue providing the required support to healthcare.

# Siemens Healthineers Expert Interview

Dominik Nuebler is the Global Product Manager for teamplay Fleet Connect. Britt Zwinkels is the Business Process Professional and Country Admin for the rollout of teamplay Fleet in the Netherlands. Both work at Siemens Healthineers and they are proud to talk about teamplay Fleet Connect, a solution that connects service management software with teamplay Fleet for streamlined fleet management. We asked Dominik and Britt how they view the current state of the hospital market and about their vision for the future.



**Dominik Nuebler**  
*Global Product Manager  
for Fleet Connect*



**Britt Zwinkels**  
*Business Process  
Professional*

## A challenging mixture of events

Dominik: “Our population is getting older, so the healthcare market is seeing more and more patients. At the same time, we have an enormous staff shortage. Unfortunately, the pandemic didn’t improve the situation. On top of this, costs have been exploding in the last few years. Just think about the cost of staff, energy, materials, etc. This is a very challenging mixture of events that we are seeing almost everywhere in the world.

Something else I am noticing is that technology and innovation are developing more and more quickly. And this is something that can’t be stopped. Millennials, in particular, are already embracing this as most of the time they are familiar with digitization and the way services are provided.”

Britt adds: Implementing innovations in hospitals can be time-consuming. The money and time needed for this are not always available. Some of the most experienced medical professionals might be accustomed to working differently, without the use of digital technologies. So, it’s not easy to implement new solutions, because adoption times are long when you are used to doing things in a certain way. In addition to this, the healthcare market is highly regulated.

And of course, the data that hospitals deal with is very sensitive, meaning they have to be careful when processing data and therefore also when embracing data-driven solutions.”

## Efficiency is key

Britt: “Given the shortage of staff, hospitals are finding ways of reducing the onboarding time of new staff. And digital solutions can really make a difference here. teamplay Fleet Connect is a good example of how these solutions can help. You don’t have to log in to multiple systems before you can start work. This is a real time-saver.

Dominik: “If we look at all of this together, we can conclude that the key question is ‘How can I be more efficient as a hospital?’ ‘How can I make the most of my invested capital, of my assets, of my people?’ The solution is to reduce idle time and unnecessary tasks, optimizing patient flow. IT and biomed specialists therefore need to team up to adopt new technologies. This can break down data silos and improve cross-team collaboration.

Britt: “Let’s also not forget the risk of cyberattacks. Hospitals really need to make sure that they have a good backup and have secured their patient data. So, hospitals expect vendors like us to help them meet those requirements. As you can see, hospitals have a lot on their minds. A lot of them don’t know where to start improving and digitalizing their processes.”





### Focus on core tasks

Dominik: “That’s why we keep it very simple at the start and focus on some easy-to-achieve time-savers. The connection between IFS Ultimo and teamplay Fleet is about doing more with less effort. All the information that you put into one of the two systems synchronizes with the other. This means that the information is consistent, while reducing the administrative workload. By combining forces, we increase efficiency, data reliability, and transparency so that medical staff can focus on their core tasks and not on administrative activities. This way we can avoid as much downtime as possible, which has a positive impact on the number of patients that can be cared for.”

### Single source of truth

Britt: “For audits, documentation is important. When there is an incident with the system, you need to make sure that you have access to all the information about what happened to that system, what we can do to prevent this in the future, etc.

It is essential to have one single source of reliable information. You also want to avoid duplicating tasks in different systems. This is not only important for efficiency reasons, but duplication could also increase the chance of mistakes. The following customer example says it all:



Doing more with less effort.

The Dutch St. Jansdal Hospital uses IFS Ultimo to register their equipment and find all relevant information about this equipment. A big part of their fleet is equipment from Siemens Healthineers. By integrating IFS Ultimo with teamplay Fleet, technical personnel don’t have to copy and paste reports from one system to another, which lowers the administrative burden significantly.”

### About teamplay Fleet Connect:

teamplay Fleet Connect enables you to connect your Ultimo software with data provided by teamplay Fleet for streamlined fleet management. It allows you to optimize your asset performance through confident, data-driven decisions without the need to change applications.

### About Siemens Healthineers:

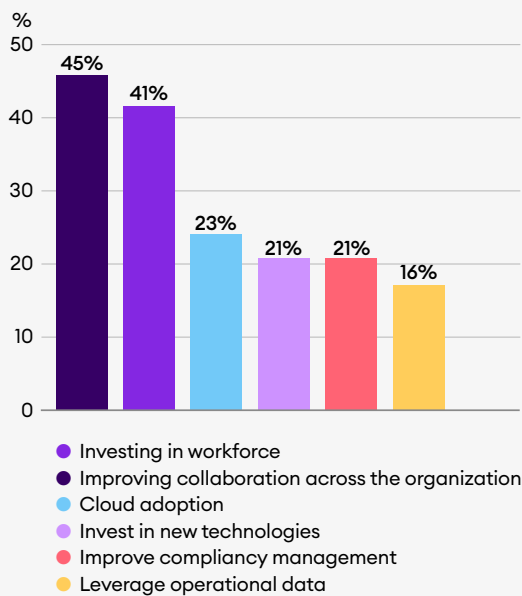
Siemens Healthineers pioneers breakthroughs in healthcare. For everyone. Everywhere. Sustainably. The company is a global provider of healthcare equipment, solutions, and services, with activities in more than 180 countries and direct representation in more than 70. The group comprises of Siemens Healthineers AG, listed as SHL in Frankfurt, Germany, and its subsidiaries. As a leading medical technology company, Siemens Healthineers is committed to improving access to healthcare for underserved communities worldwide and is striving to overcome the most threatening diseases. The company is principally active in the areas of imaging, diagnostics, cancer care, and minimally invasive therapies, augmented by digital technology and artificial intelligence. In fiscal year 2023, which ended on September 30, 2023, Siemens Healthineers had approximately 71,000 employees worldwide and generated revenue of around €21.7 billion.

Further information is available at [www.siemens-healthineers.com](http://www.siemens-healthineers.com).

## Better together

In the past year, organizations participating in the survey have implemented various measures to address disruption and improve resilience. Among these actions, the most frequently chosen strategies include improving collaboration across the organization, selected by 45% of asset managers, investing in the workforce, favored by 41%, and Cloud adoption, cited by 23% of participants. The trend is unchanged here: The top 3 strategies are all about people, collaborating and sharing data.

In the past year, what steps have you taken to improve your organization's response to unprecedented events?



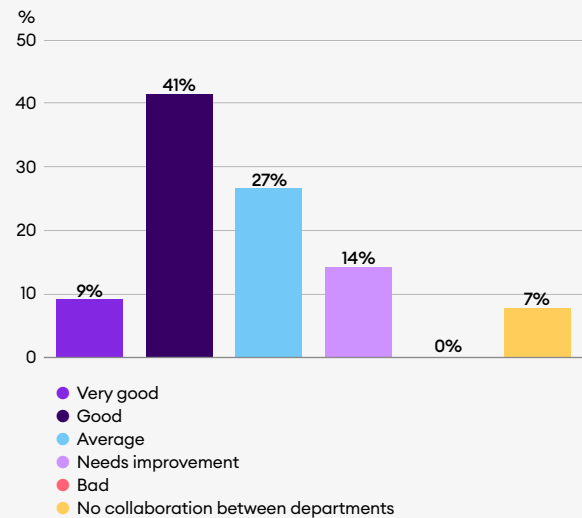
The results from this question imply that focusing on your workforce and data-sharing is a driver that reduces disruption and enhances the organization's responsiveness to potential unforeseen circumstances.

## We empower collaboration

At IFS Ultimo we are convinced that collaboration between peers, departments, and service providers is key in achieving business goals, but also in being resilient in case of unexpected events. Collaboration increases productivity, breaks silos, and encourages the sharing of knowledge and expertise so people can learn from one another.

When asset managers were asked to rate the level of collaboration between maintenance, IT and other departments, the predominant response was positive, with 50% of respondents expressing satisfaction.

How do you rate collaboration between maintenance and other departments?



Yet the people interviewed also remain critical, with 14% of all respondents seeing room to improve cooperation.

But that does not mean that people and organizations should always work in one system. Indeed, we see great benefits when specialists work with a specialist tool. People get the most out of themselves and each other if you can think and work autonomously, but then share this with each other. Autonomous thinking and working contribute to a more dynamic, efficient, and innovative work environment. It empowers individuals to excel in their roles, fosters a positive workplace culture, and enhances overall organizational performance.

Collaboration between departments within a hospital is essential. After all, there is a high degree of dependency between people and departments. A good HTM application should support this. It should include the capabilities to support different processes and departments or connect with other specialist systems to further streamline processes and data. If this is not handled or framed properly, it has an immediate negative impact on day-to-day work.



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“

Collaboration improves productivity.



# IFS Ultimo Expert Vision

Vincent Ligt is Global Product Manager Healthcare at IFS Ultimo. As IFS Ultimo, we have a long healthcare industry history of more than 35 years. We are continuously improving our software. Our HTM software is never finished; new trends, technologies, and possibilities will continuously be embraced in the product.



**Vincent Ligt**  
Global Product Manager  
Healthcare at IFS Ultimo

In the upcoming period, we will expand our product with the capability to register recalls and safety incidents. For all hospitals, it is crucial to keep track of recall actions. With this dedicated functionality, it is easy to register a recall, search for the involved biomedical assets, and track the follow-up actions.

The Biomed department is responsible for maintenance, but service providers or manufacturers also perform maintenance for them. Most of these service providers use their systems to keep track of the assets and jobs. We created an integration with Siemens Healthineers and are working on integrating with Philips Customer Portal. With this integration, asset and job information can be exchanged easily between Ultimo and the service provider's system. In this way, the Biomed department is always in control and ensures all asset and failure information is in one system.

There are several exciting things to come on our roadmap. A while ago, we launched the Operations suite to manage maintenance activities by the users (operators) of the assets. We see the same in hospitals where the laboratory is responsible for specific cleaning and maintenance tasks on their lab equipment.

We want to expand the Operations suite to support a hospital/laboratory setting. This way, the laboratory and Biomed department can work in the same system and easily exchange information.

An essential aspect of Ultimo is the uniform and standard organization and structure of the data. The usage of a nomenclature system for medical devices can help with this. Ultimo already has the functionality to structure the data using a nomenclature system. We want to expand this by integrating with the Universal Medical Device Nomenclature System (UMDNS) and European Medical Device Nomenclature System (EMDN).

For the longer term, we are investigating whether and how we can leverage AI and incorporate this in Ultimo. Some of these ideas are on the level of an individual user with personalized tips and dashboards. Others are related to assisted troubleshooting, detecting anomalies, or predictive maintenance. This helps in optimizing your preventive maintenance and could prevent failures.



**Continuous developments  
help customers move forward.**



# Summary

With cloud-based EAM solutions, organizations have a transparent overview of assets, productivity, security and safety, as well as cost control, knowledge-sharing, and documentation to meet compliance requirements.

An EAM solution brings together all information related to the logistics, cross-departmental activities, planning, optimization, execution, and the documentation of asset-related activities. It also takes into account business priorities, knowledge, the expertise of employees, materials, tools, and other data.

Most organizations use an EAM solution, whether a best-of-breed or as part of an integrated software suite. The current approach is to emphasize control within their maintenance processes by concentrating on corrective and preventive measures.

Most of the interviewed IFS Ultimo users are satisfied with their EAM strategy. But at the same time, they see room for further improvement. A solid EAM strategy has a positive effect on their organization and further optimizations will strengthen this effect. Their ambition is to evolve to higher stages in the EAM Maturity Model.

Asset managers within healthcare see new possibilities to incorporate predictive analytics, align even more with ERP, fully digitize processes with the help of mobile solutions, and connect with other specialized applications – to transition to the advanced stages such “Smart” and “Ultimate”.

Whatever the future may hold, emerging technologies evolve rapidly, impacting businesses across all industries. IoT sensors, predictive modeling, Track and Trace, and AI will positively impact maintenance and business practices. Leveraging these emerging technologies will accelerate once obstacles are overcome, for example, investment and a lack of expertise.

To deal with all these obstacles, working together is key. Healthcare is characterized by specialist knowledge. This is evident in all the different departments that contribute to care where they mostly take an autonomous approach. This approach is successful and brings out the best in people and departments, however, one should not forget to cooperate with each other as well.

Because by exchanging even more knowledge in technology and processes, we learn even more from each other and benefit at the same time. And working together to pay for new technologies will help to accelerate these innovations. Start thinking together about a joint investment budget and use cases, because AI, Predictive Analysis and Track and Trace are not departmental. When implementing these new technologies, the whole organization is going to benefit from it, so why should one department pay for this?

Despite everything, there will still be disruptions within an organization from internal and external sources, mostly due to recruiting experienced staff and rising material costs, respectively.

However, an active workforce is a prevailing trend that can minimize disruption and improve the organization's ability to respond effectively to unpredicted events. On the other hand, an aging workforce rates as the foremost trend to have the most significant impact on the organization.



**An EAM solution brings together all information related to the planning, optimization, execution, and the documentation of asset-related activities.**

# Key takeaways

## TOP 6 EAM Trends

1 **62%** of the respondents see that a clear EAM strategy has a positive effect on their business.

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2 Almost **75%** of the respondents see themselves in stage 2 and 3 of the “EAM Maturity Model”, but there is a strong trend to move to stages 4 (“Smart”) and 5 (“Ultimate”) by implementing Predictive Analytics (53.1%). Predictive Analytics is seen as one of the most important technologies to advance in maturity.

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3 Top 3 emerging technologies to improve processes:

- Top 1: Predictive Modeling
- Top 2: Internet of Things (IoT) sensors
- Top 3: Artificial Intelligence (AI)

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4 To achieve the organization's strategic goals, the alignment between the asset management strategy and the collaboration between co-workers, departments, and service providers is key. Focus on autonomy brings out the best in people and departments.

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5 Obstacles to implementing innovations are best overcome by working together. By working together, the quickest results can be achieved, thereby also creating value for the organization. Consider, for example, a joint innovation budget and use case. With this, you get maximum results from the investment and there are multiple departments from which knowledge can be drawn.

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6 Invest in your workforce. We see that the number of devices to be maintained is increasing every year and that these devices last longer. On the other hand, the scarcity of technical staff will start to increase. So, we are faced with the undisputed fact that we will have to do more with fewer people. Therefore, use the knowledge of suppliers to innovate and give staff the space and resources to do so.

## About IFS Ultimo

IFS Ultimo is a SaaS EAM solution from IFS, focused on maintenance & safety and well known for a rapid deployment, ease of use and an unparalleled time to value. Details about IFS Ultimo can be found at [Ultimo.com](https://www.ultimo.com).

## About IFS

IFS develops and delivers cloud enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers—at the Moment of Service™. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 5,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at [ifs.com](https://www.ifs.com).

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