Success Story: Siemens Healthineers

Over 2,000 agents in 25 countries use Help Lightning to improve first-time fix rates and increase customer satisfaction.

SIEMENS
Healthineers

Problem

Siemens Healthineers required a cost-effective, intuitive, mobile-first solution for the company's thousands of service experts to collaborate with field agents and customers.

Solution

Help Lightning's merged reality video streaming provides an interactive environment that enables experts and agents to work together from anywhere in the world.

Benefits

▶ **Improve First Time Fix Rates:** Arrive onsite prepared with all necessary parts, equipment, and knowledge to resolve issues the first time.

▶ **Elevated Customer Support:** Customers can easily connect and get problems solved without requiring onsite visits.

▶ **Reduce costs:** With fewer site visits and improved field efficiency, optimize resources and reduce expenditures.

Siemens Healthineers is a global technology and service company in the areas of diagnostic and therapeutic imaging, laboratory diagnostics and molecular medicine as well as digital health and enterprise services for healthcare providers.

Product Manager/Service Owner Smart Collaboration Service, Elena Grabmeier, and Principal Key Customer Service Expert, Florian Haeger, chose Help Lightning to empower remote collaboration for the company's 2000+ agents throughout the world.

Fast, Effective Repair

Help Lightning allows Siemens Healthineers' technicians to visually interact with a colleague or customer from anywhere in the world as if they were working side-by-side. This virtual interaction replicates a hands-on experience, and technical information is conveyed in real time. If an onsite visit is required, the technician arrives prepared with the appropriate parts and equipment to resolve the problem the first time.

Enhanced Customer Experience

Customers of Siemens Healthineers experience faster response times and quicker problem resolution, improving customer satisfaction. Experts can be virtually "hands-on" with customers, translating to customer care issues that can be diagnosed, solved and validated instantly.

Using interactive video, a technician or customer can point to specific issues, then an expert can use their hands and gestures to illustrate exactly what needs to be done to resolve the problem. This process is efficient, building trust and confidence for customers. Additionally, this visual interaction helps remove language barriers that often impact international collaboration.

Reduce Operational Costs

AR-enabled remote assistance allows experts to solve problems more efficiently and with fewer onsite visits. When onsite visits cannot be avoided, using Help Lightning cuts waste by improving first time fix rate and reducing multiple site visits.

HELP LIGHTNING®

Help Lightning's Remote Visual Assistance software provides real-time video collaboration enabling company experts to work virtually side-by-side with anyone needing help, anywhere in the world. Ideal for complex equipment maintenance, repair, and training.

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