

GLOBAL PROVIDER OF BLOOD AND CELL PROCESSING TECHNOLOGIES IMPLEMENTS VIRTUAL OPERATIONS CENTER TO SUPPORT NEXT GENERATION SERVICE LAUNCH

NEEDED TO SUPPORT NEXT GENERATION "PROCESSING AS A SERVICE" MODEL



INITIATIVE

New Device Introduction



PRODUCT / SERVICE

Blood processing as a service



PROCESS / EQUIPMENT TYPE

Blood processing equipment



HOSTING MODEL

IaaS, Customer Hosted



OPERATIONALIZED FUNCTIONS

- Engineering Function
- Operations Function
- Enterprise Function



PROJECT TYPE

Rollout



IMPLEMENTATION TYPE

Assisted



PROJECT RESOURCES

System Integrator Partner



SCOPE

Many sites, many devices



IMPACTED WORK PROCESSES

- Engineering - Non-Conformance Identification and Remediation
- Operations - Monitoring, Alarm Escalation Work Processes
- Enterprise - Service Work Processes



SOLUTION

Virtual Operations Center manages monitoring rules and advanced warning alerts from models indicating abnormal or unstable conditions and facilitates alarm escalation and service work processes.



SOLUTION COMPONENTS

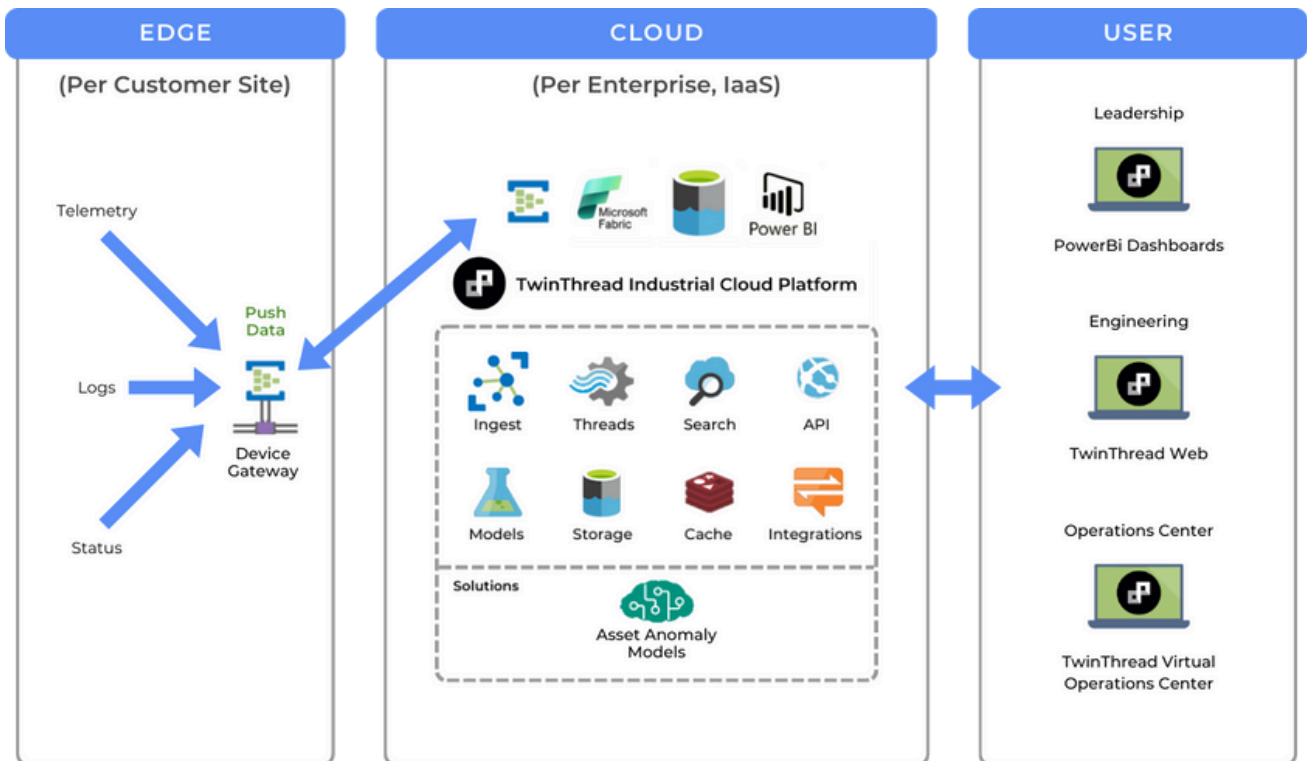
- Asset Anomaly Detection Models
- Digital Threads
- Digital Twins
- Cloud Agent



INTEGRATED WITH

- Internal IoT Platform

ARCHITECTURE





VALUE ATTAINED

Increased Asset Reliability

Decreased Troubleshooting Time

Improved Technician Utilization and Efficiency

ADDITIONAL RESOURCES



[Asset Reliability Solution](#)



[The Virtual Operations Center: Accelerating Industrial Transformation with Less People & More Intelligent Tech](#)



[TwinThread Video Product Tour](#)



TWINTHREAD

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