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# Boston Children's Hospital

## CASE STUDY

### Challenge

BCH Facility Maintenance and Engineering teams wanted an intuitive Mobile Technology application that would give them on-demand access to critical asset specific documents in their facility to achieve increased confidence and efficiency in Operations.

### Solution

Marking Services, Inc. (MSI) partnered with BCH to deliver AIM Mobile Technology and Field Implementation Services ensuring all assets in BCH's facility were identified with a label that could be scanned with a mobile device to instantly view critical asset documents right at the asset location.



**Boston Children's Hospital (BCH) is the #1 ranked Children's Hospital in the nation by the U.S. News & World Report.**

## Technology & Innovation

BCH fosters a culture that embraces technology and innovation to continually support training, teaching, and advancements in patient care from treatment to Operations.

MSI's AIM Mobile Technology and Field Implementation Service provided BCH a turn-key solution to assist Operations in ensuring all facility assets were identified and labeled in the field, enrolled in an inventory or library, and asset-specific project documents were available on-demand, at the asset location, for swift commissioning, daily operations, and during inspection.

AIM Mobile Technology integrated BCH's existing processes with QR coded asset identification and MSI's Field Implementation Services to deliver critical information to Operations when and where it was needed most, so BCH could continue their focus on innovative, world-renowned patient care.

## Improved Operational Efficiency

MSI performed a Field Survey to locate and label existing assets inventoried in BCH's CMMS (Computerized Maintenance Management System) and uploaded critical documents to each asset that were accessible via scanning a QR code printed on the asset label with a mobile device.

MSI's AIM Mobile Technology and Field Services provided BCH the necessary tools for their Operations to consistently maintain and operate equipment in the most efficient and effective manner, allowing BCH to focus on industry best practices and safe operations for their patients.



## Peace of Mind

BCH wanted an intuitive Mobile Technology application that would complement their existing systems and processes to comply with industry best practices. There were limited resources in Operations to ensure critical asset documents were available on-demand, and that all assets were identified and inventoried on an on-going basis. With more than 30 years' experience in providing Field Implementation Services, MSI proposed a solution.

In one-week, MSI performed a pilot project for BCH to showcase the simplicity and value of AIM Mobile Technology coupled with MSI's Field Implementation Services.

First, a Field Survey was performed of existing assets inventoried in BCH's CMMS. Then, MSI manufactured and installed labels printed with a QR code to uniquely identify all assets in the field. With the assistance of BCH personnel, MSI located critical asset documents (IOM Manuals, Service Manuals, Inspection, Testing & Maintenance Documents, etc.) for each asset, then uploaded them to the AIM Mobile Technology application. Upon completion, BCH Facility Maintenance and Engineering teams could scan the QR code on the asset label with a mobile device and access critical, up-to-date documents on-demand.

## Utilizing MSI's AIM Mobile Technology & Field Implementation Service, BCH achieved:

### Regulatory Compliance

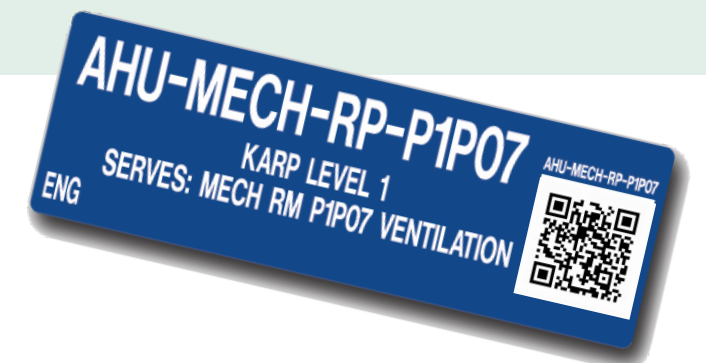
MSI provided the Field Implementation Service to locate and label all assets in the field and recorded the data to be inventoried into a CMMS and the AIM application.

### Operational Efficiency

The AIM application provided access to critical asset documents in the field during construction and after commissioning in daily operations. Project turnover was more efficient, and personnel had greater confidence that requirements were being met during inspection.

### A Secure Document Retention Plan

Spending time searching for critical asset information is in the past for BCH. Now, all important asset documents are stored in AIM's cloud-based asset information management application where they can be accessed 24/7.



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