

@task Provides a Global Communication and Collaboration Solution to GE Healthcare



GE Healthcare

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*— Marcia Taylor
PET Radiopharmacy Program
Leader, Edison Engineering
Development Program*

Success Snapshot

- GE Healthcare employs more than 46,000 people serving healthcare professionals and their patients in more than 100 countries
- The Radiopharmacy program needed global project transparency in real-time, for effective communication and collaboration among global project teams
- @task was selected to help bring the global teams together. It allows GE Healthcare to organize its service teams into resource pools to see where teams are under- or over-utilized
- Consolidating their project management practices into a centralized software solution enables GE Healthcare to increase visibility into every medical technology installation
- GE Healthcare uses @task to more efficiently track the resource needs of their medical technology installations which enables project managers to ultimately make their service teams more productive and efficient

Background

GE Healthcare provides transformational medical technologies and services that are shaping a new age of patient care. Their broad range of products and services enable healthcare providers to better diagnose and treat cancer, heart disease, neurological diseases, and other conditions earlier. GE Healthcare needed a project management solution that would enable visibility and collaboration among project teams working on global installations of sophisticated and complex medical technologies.

"Our biggest challenge was making sure that project managers around the world had access to the same information at the same time," says Marcia Taylor, PET Radiopharmacy Program Leader, Edison Engineering Development Program. "We want to give our project managers visibility into all of our current projects and resource needs, regardless of where they are in the world."

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The Challenge

The goal of GE Healthcare's Radiopharmacy program is to provide clinical and research radiopharmacies with complete service solutions. Because teams around the world were all using something different to manage global installation projects of medical technology, giving project managers visibility into current projects was problematic. To consolidate their project management practices into a single, centralized software solution that would provide visibility into every installation, GE Healthcare needed a project management solution that would facilitate:

1. Global project transparency: GE Healthcare's primary objective was to ensure that every Radiopharmacy project manager around the world had access to the same information regarding current installations and their resource needs in real time
2. Better resource management, enabling GE Healthcare to efficiently allocate manpower and make their service teams more productive

The Solution

"We evaluated several different options, and @task was the best solution to meet our needs," stated Taylor. GE Healthcare determined @task's multilingual, platform, database, and browser independent solution provided the best alternative to facilitate project communication among global project teams.

@task supports GE Healthcare's objectives to provide transparency and more efficiently allocate resources by enabling them to:

Increase Visibility and Accountability—Consolidating project management practices

Company Snapshot



- Headquartered in the UK, GE Healthcare is a \$17 billion division of the General Electric Company
- GE Healthcare is at the forefront of medical imaging, with capabilities to image organ function and metabolic activity
- GE Healthcare enables healthcare providers to diagnose and treat cancer, heart and neurological diseases, and other conditions earlier and better than was previously possible
- @task helps GE Healthcare's project managers identify potential problems early, allowing them to meet milestones and keep projects on track

into a centralized software solution enables GE Healthcare to increase visibility into every installation, giving project managers the information they need to identify potential problems early, to meet milestones, and to keep installation projects on track. @task gives every Radiopharmacy project manager visibility into every project, regardless of their location.

Facilitate Collaboration Among Global Project Teams—Because GE Healthcare's service teams are located in facilities around the globe, @task's multilingual, platform, database, and browser independent solution was considered the best alternative. @task is the only project management solution available in 10 languages, which makes real-time communication around the world simple for service teams.

Maximize Resources—@task allows GE Healthcare to organize its service teams into resource pools to see where teams are under- or over-utilized. GE Healthcare uses @task to more efficiently track the resource needs of their medical technology installations which enables project managers to ultimately make their service teams more productive and efficient.

Results

@task enables GE Healthcare project managers around the world to know the status of every current project so they can efficiently allocate their resources and make their service teams more efficient. Consolidating their project management practices into a centralized software solution enables GE Healthcare to increase visibility into every medical technology installation. Additionally, @task allows project managers to identify potential problems early in order to meet milestones and keep projects on track.

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"We look to @task to help our Radiopharmacy service teams be more productive. Currently, a typical installation is a two-week process," says Taylor. "Ultimately, we believe @task will help us significantly reduce the time it takes for an equipment installation."