

# Transitioning to a Self-perform Service Model

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**ICE**2025  
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FEBRUARY 22-24, 2025 • ORLANDO, FL

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# Overview



- Factors to consider
- OEM-centric model considerations
- Self-perform model considerations
- Cost of ownership
- Our experience
- Reference material

# Factors to consider

The background of the slide features a stylized illustration. On the left, a man in a light blue suit and white shirt stands in profile, holding a tablet. Behind him is a desk with a pen holder and a small lamp. In the center, a large, light blue machine with a curved top and a control panel on the right side is visible. The machine has a white tray or platform extending from its front. The overall scene is set in a bright, modern office environment with large windows in the background.

- Service flexibility
- Response time
- Parts selection/availability
- Lifecycle extension beyond EOS/EOL
- Customer satisfaction
- Cost

# OEM-centric considerations



- Pros and cons to consider for OEM service models
- Training, parts availability, response time, overall downtime

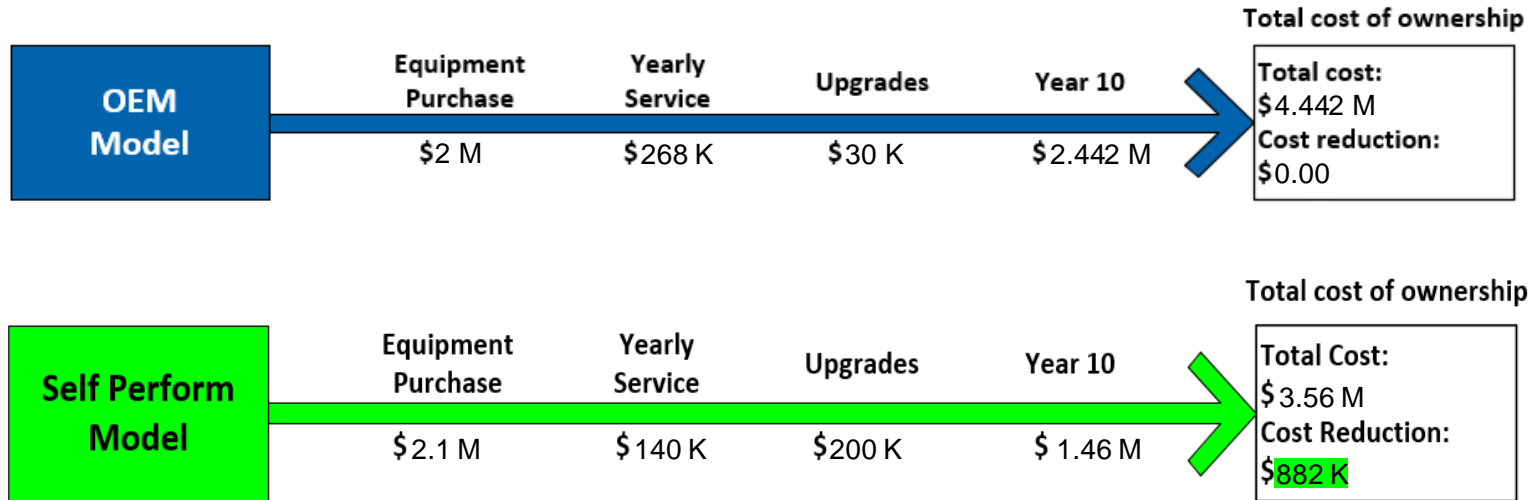
# Self-perform considerations



- Pros and cons to consider for self-perform service models
- Training, parts availability, response time, overall downtime

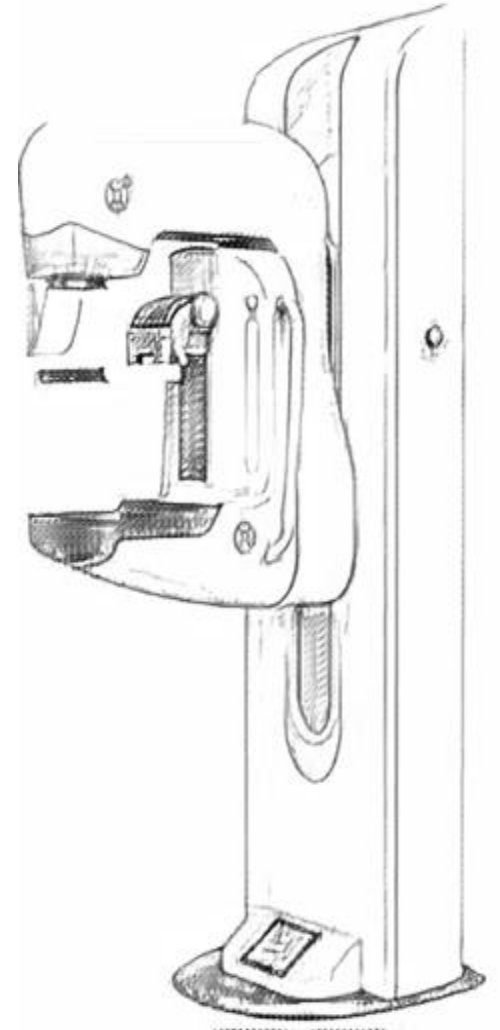
# Cost of ownership

True cost of ownership. First year warranty plus nine years at cost.



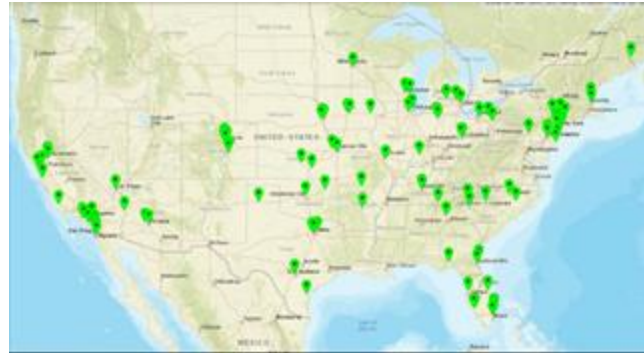
# Our experience

- How we developed a self-perform service model



# Our experience

- Assess available resources
- Develop reference material
- Publish a service delivery strategy



# Lessons learned



- Things we learned along the way
- Keys to success

# Resources

Several OEMs have web-portals to enable AIAT document access.

Canon: <https://manuals.app.medical.canon/manuals/JGRG001.php>

Carestream: <https://www.carestream.com/en/us/services-and-support/product-documentation>

Fuji: <https://med-lib.fujifilm.com/ff/>

GE: <https://www.gehealthcare.com/support/manuals>

Hologic: <https://support.hologic.com>

Philips: <https://philips.mizecx.com/login.html>

Siemens: <https://doclib.siemens-healthineers.com/home>

# Review



- Factors to consider
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# Questions & Open Discussion



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