LINFPAD
TECHNOLOGIES

Service Support Accelerated here

Service Management & Monitoring system

For Healthcare Laboratories and Hospitals

🌐 www.linfpad.com

What is LINFPAD?

LINFPAD – LABORATORY INFORMATION PAD

A new PATENTED / COPYRIGHTED Mobile Application which is now invented in the market specifically to laboratories and it does service management and monitoring to medical devices/ equipment / instruments and this was **Specially Designed for Clinical Laboratories and Hospitals.**

Mobile Application

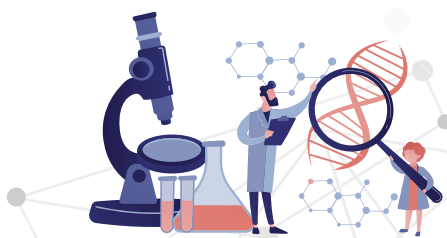A new PATENTED / COPYRIGHTED Mobile Application.

Invention

Invented in the market Specifically to laboratories

Service

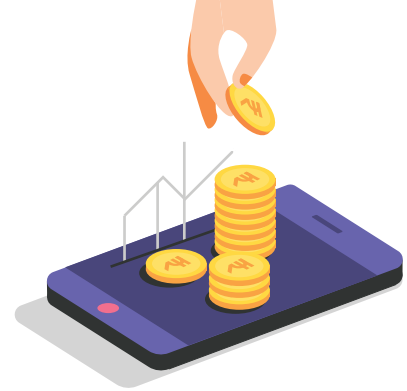Service management and monitoring to medical devices/ equipment / instruments

Design

Specially designed for Clinical Laboratories and Hospitals.

Significant Benefit

Cost Reduction

By Assigning the instruments to lab technician, instruments will be monitored regularly and bridges to OEMs for any service and local manpower intervention is minimal

Management benefits

Organization benefits

Dependency removal

% of revenue save

Employee cost saving

Revenue Save

By doing the services on time for the instruments, can make instrument life increasingly and avoid the spare parts defect. Out of this 10 to 15% of revenue can be saved

What LINFPAD does?

LINFPAD does service management and monitoring system to all the laboratories and hospitals who uses medical devices for human health check and this app will do instrument health check by getting proper TAT service from OEMs.

This small mobile app can follow up all the required services during necessary time within the TAT and once you start the service call in this APP and extended follow up till call completion through mail / Whatsapp / call

Here any breakdown occurs can be logged in app by respective technician, thereby responsibility on the instrument will be increased in accordance to user.

Since all the service activities are converted into data, it makes HOD/Entrepreneur to assess the employee's performance.
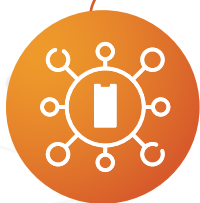
Bridges instrument end users (Labs) and OEMs to enhance better service.

What LINFPAD addresses?

As you all know, laboratories in this present day is still behind the classical model of following the service provider through phone for any breakdown occurrences. This follow up has no record/data for any future references, unless its maintained manually.

Do you agree the above?

Mainly LINFPAD Addresses digitally service of the medical devices and its installation, Calibration , Training, Contract management, warranty claims like PM and incase of any breakdown it follow till instrument is up / working condition.

Monitor the OEMs service turn around time and Our commitment to keep every instrument in your lab operating efficiently and effectively

Relying on paper-based aggregation will be removed and move to digital.

Working concept on many instrument models, one of its kind solution.

Where it Works?

LINFPAD works mainly in Laboratories between OEMs Engineers and lab instrument users and digitally reports to HOD instantly
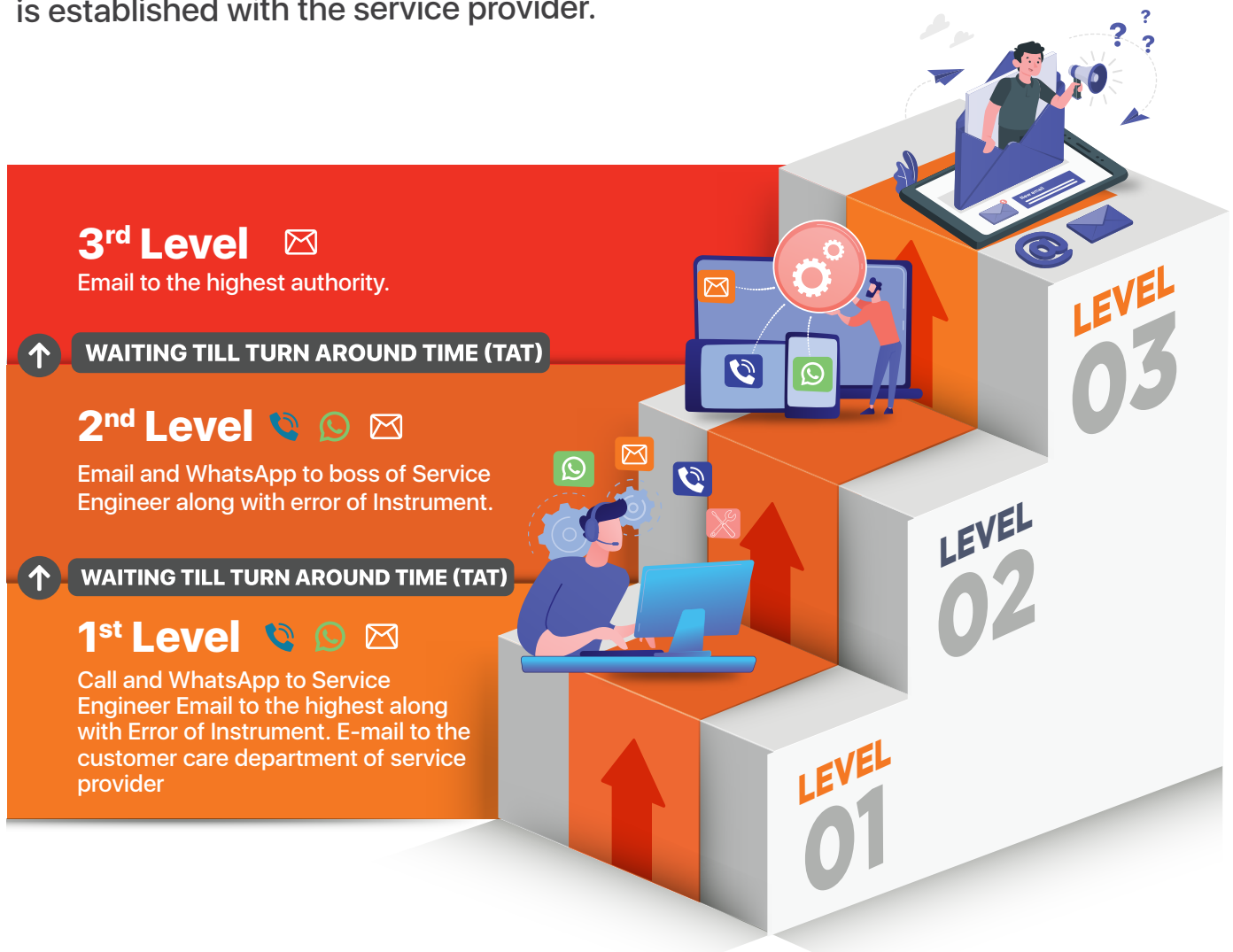

HOD / Lab Incharge

Lab Technician

Instrument Details

Breakdown Occurs

Breakdown Log

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Whatsapp

OEM Service Engineer

Call

E-mail

OEM Custmer Care

Effects

Ownership

Here every instrument can be assigned to every single technician in the lab, hence any breakdown occurs can be logged by respective technician, thereby responsibility on the instrument will be increased in accordance to user. Since all are converted into data, it makes HOD/Entrepreneur to assess the employee's performance.

Tracking Breakdown Log

Once the breakdown is logged in LINFPAD, 3 modes of communication is established with the service provider.

3rd Level ✉
Email to the highest authority.

↑ **WAITING TILL TURN AROUND TIME (TAT)**

2nd Level 📞 🟢 ✉
Email and WhatsApp to boss of Service Engineer along with error of Instrument.

↑ **WAITING TILL TURN AROUND TIME (TAT)**

1st Level 📞 🟢 ✉
Call and WhatsApp to Service Engineer Email to the highest along with Error of Instrument. E-mail to the customer care department of service provider

LEVEL 03

LEVEL 02

LEVEL 01

Since two different people's are addressed at level 1, attending the breakdown will become much faster, which will not impact the revenue of the lab.

How ? &
Who can use?

Simple design with required menus and two different modules to input and access the data in real-time thereby usage of the app will be easy

Every instrument can be handled by each technician by installing LINFPAD app in their mobile and if any breakdown occurs can be logged by respective technician.

After call registration LINFPAD does follow up based on OEMs committed TAT by mail / WhatsApp / call and reminders also can be performed.

Each front line technician / Biomedical Engineers can use and reporting module can be used by HOD / Incharge / MD / Biomedical Department through TAB.

As all the industry required data like instrument errors, instrument name, reagent name and respective OEM details preset in app. So data entry in app is very less.

How it helps?

Instrument's performance can be evaluated, and its maintenance can be monitored

Automatic reminders on AMC / CMC / PM

Can negotiate with the customer with his data for any new purchases

HOD / Entrepreneur can assess the information from his / her remote location.

Technicians daily activities can also be monitored as a special feature. Sampling count per day per technician also be viewed.

Reagent request can also be done through the app.

Dependency on other laboratories during downtime is eradicated.

Revenue shared with other labs because of downtime is completely avoided.

Helpful for price negotiation for next time purchase from same company

Documents can be maintained completely in server. Documents like Installation, Spare, breakdown, Training report and Warranty Certificate

Provides multilevel approach to service provider in a single shot.

How LINFPAD Secure my data?

Data manipulation (Copy/Print/download) is not possible as that provision is not provided.

As we have the choice of keeping data internal, data integrity can be maintained, if you prefer to keep internal server, it can be managed

In the situation of WFH, instruments condition can be viewed remotely, if you prefer choice of cloud.

Only instruments details are going to be at cloud server hence it doesn't impact data integrity

No commercial data's or any internal details of lab/hospital is provided to LINFPAD, hence least impact of data threat.

LINFPAD Benefits

Since follow up mails done by LINFPAD, technicians time saved and can be used in other productive activity

Scheduled maintenance can be done with the help of data, thereby we can always keep the instruments in good working condition.

The data you collect from your instruments is a valuable tool for improving many areas of performance and give you complete understanding of your lab efficiency and productivity.

Helping you to negotiate to next time purchase same instrument

Tracking of paid service to catch cost saving 10-15% and providing data for your own analysis.

Automatic reminders on AMC / CMC / PM and warranty customers.

Lab Inventory can be maintained and User Attendance can be tracked with location.

Dependency on other laboratories during downtime is eradicated

Can be used data for NABL / ISO activities

Linfpad can set the process in service handling and can be streamlined

As it follows the process, can maintain / handle the entire service process with the existing manpower

Storage of data and documents scanned copies ready for reference at any time.

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