



@task Provides a Global Solution to GE Healthcare



Customer Case Study



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

### GE Healthcare Success Snapshot

- Consolidating their project management practices into a centralized software solution enables GE Healthcare to increase visibility into every medical technology installation.
- @task allows GE project managers to identify potential problems early to meet milestones and keep projects on track.
- GE determined @task's multilingual, platform, database, and browser independence provided the best solution to facilitate project communication among global project teams.
- @task helps GE more efficiently track resource needs enabling project managers to make their service teams more productive.

## GE Healthcare

### Background

GE Healthcare provides transformational medical technologies and services that are shaping a new age of patient care. GE Healthcare's broad range of products and services enable healthcare providers to better diagnose and treat cancer, heart disease, neurological diseases, and other conditions earlier. GE 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 wanted to give our project managers visibility into all of our current projects and resource needs, regardless of where they were in the world. We evaluated several different options, and @task was the best solution to meet our needs.”

### Business Challenge

The goal of GE Healthcare's Radiopharmacy program is to provide clinical and research radiopharmacies with complete service solutions. Because GE 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 needed a project management solution that would facilitate:

1. Global project transparency. GE'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.

### @task Provides a Global Solution to GE Healthcare

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

**Increase Visibility and Accountability**—Consolidating their project management practices into a centralized software solution enables GE Healthcare to increase visibility into every installation. Because there is complete project transparency, project managers have all the information they need to identify potential problems early to meet milestones and keep



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### GE Healthcare Snapshot

- GE Healthcare is at the forefront of medical imaging with capabilities to image organ function and metabolic activity.
- GE's Nuclear Medicine and PET systems, provide the most comprehensive portfolio in the industry.
- GE Healthcare enables healthcare providers to better diagnose and treat cancer, heart disease, neurological diseases, and other conditions earlier.
- Headquartered in the United Kingdom, GE Healthcare is a \$17 billion unit of General Electric Company.
- GE Healthcare employs more than 46,000 people committed to serving healthcare professionals and their patients in more than 100 countries.

### GE Healthcare, cont.

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 around the globe, @task's multilingual, platform, database, and browser independence was considered the best solution for GE Healthcare. @task is the only project management solution available in German, French, Spanish, Chinese, Japanese, Vietnamese, and English, which makes real-time communication around the world simple for GE service teams.

**Maximize Resources**—@task allows GE 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.

"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."