

Intelligent Service Advisor (ISA) Online Information Assistant



The right information at the right place,
right time:

- increased machine uptime
- optimized workflow
- coordinated service intervention



CSSD Management

Use the right information to increase your efficiency

To a great extent, it is the cycle time of your reprocessing machines that determine the total operating performance of your department. The Intelligent Service Advisor (ISA) helps you to utilize your CSSD equipment and your available time more efficiently.

ISA is a software program for MMM reprocessing machines in CSSDs, which facilitates the communication between man and machinery. Through ISA, the CSSD personnel is constantly informed about the status of the reprocessing machines (MMM washer-disinfectors and sterilizers). ISA sends text messages or e-mails with important information about the machine status to single or multiple defined recipients, for instance, operator, the CSSD management, the facility manager or MMM customer service. This information provides greater liberty and flexibility to manage the workflow, making work in CSSD more efficient and smooth.

Every minute counts in CSSD

Optimized workflow management

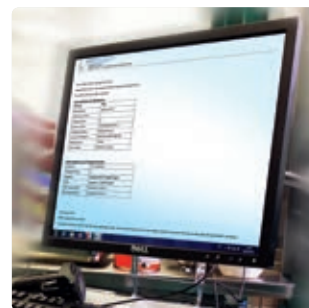
No more waiting for program end. While the machine is working, the user can fully concentrate on his or her other tasks. No matter where he or she is, a text message or e-mail informs when the cycle is over and the machine can be unloaded.

Advanced planning of service intervention

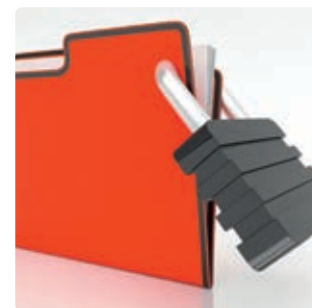
Unscheduled service interventions are cumbersome. Thanks to the integrated maintenance counter, the control system signals the next regular maintenance in good time. An automatic e-mail to the CSSD management or MMM customer service allows you to accurately plan this activity and in doing so, reduce inconvenient down time of the machines.



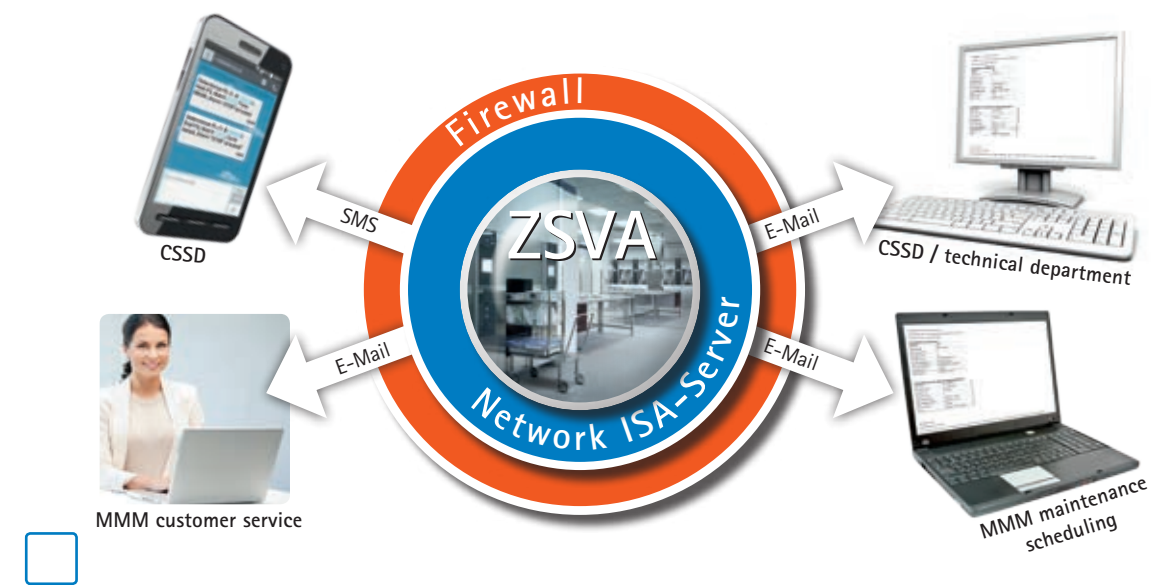
No loss of time when unloading the machine



E-mail to the technical department / MMM customer service



High data security



The right information – right place, right time

Should an error occur causing the program cycle to abort, the machine will not stop without notice. A text message or e-mail to the user, the technical department or MMM customer service will facilitate immediate action. If technical action is required, the information about the current machine status and the kind of error facilitate quick identification of the fault.

Information at the push of a button

If you want to inform the technical department or MMM customer service of the last five errors of your machine, just push the Debug-Info button on the machine touchscreen to send an e-mail to a defined group of people. With the information supplied, the technicians are prepared should they need to intervene.

Data abuse is excluded

For safety and security reasons, the machine data in the first instance is transferred to the ISA server, which is a Windows program. The ISA server coordinates the sending of text messages and e-mails. There is no data transfer back to the reprocessing machine. During machine configuration it is the choice of the client to define who will receive the information. You, the client determine the way the information is distributed.

ISA – Your Benefits

- Increased machine availability thanks to reduced and scheduled machine downtime.
- Optimized workflow thanks to online information about program end and program abort.
- Efficient maintenance and service intervention: Regular maintenance can be scheduled according to your demand. All required information is already on hand in case of trouble-shooting.
- Fast and precise fault tracking. Knowing the kind of error allows you to prepare the service actions and to supply the required replacement parts in a quick and efficient manner.
- All information is carefully controlled and distributed: every recipient gets only the amount of information he or she really needs.





MMM Group

MMM has been operating worldwide as one of the leading system providers in the service of health since 1954. With a complete range of products and services relating to all aspects of cleaning, disinfection and sterilization systems in **Healthcare** and **Life Science**, MMM has positioned itself as a crucial quality and innovation driver in the German and international market.

Our products are adapted to the requirements of our customers throughout the world. Our production sites allow us to achieve a high degree of production depth and thus meet the challenging quality requirements of the medical technology sector. A total of more than 1100 employees apply their expertise and dedication to the mission of the MMM Group: **Protecting human health.**



MMM Münchener
Medizin Mechanik GmbH
Simmelweisstraße 6
82152 Planegg / Munich
Tel.: +49 89 89918-0
Fax: +49 89 89918-118
www.mmmgroup.com

