



Baxter acquired Hillrom, joining this storied group. With 50,000 employees worldwide, their mission is to save and preserve lives. Every day, Hillrom team members work towards one goal: to improve patient and caregiver outcomes.

The company can meet hospitals' needs with a full range of products (beds, surgery tables, patient lifts, water treatment solutions, nutrition, medicinal products, and dialysis devices).

Baxter

Challenges

To plan the interventions effectively, they need a tool that offered the following features:

- Better visibility of the activities
- Better communication between the technicians and the planning team
- Better follow-up management

Thanks to Visual Planning, they can now have a clear view of their activity and can easily plan their interventions by region, line of business, ... They can also schedule, anticipate, and smooth out their workload to be as responsive as possible.

The devices, equipped with the latest technologies, need preventive and corrective maintenance throughout the year. On the other hand, the technical teams need a simple and effective tool to program their interventions.

Before Visual Planning, they worked with Excel, but business growth led them to seek a powerful planning tool. The goal was to provide better visibility of their activity but also optimize monitoring by management and communication between the different departments involved in a project.

According to Stéphane LE BORGNE (Technical Assistance Team Leader), "Visual Planning is part of our team's workday routine. As well as improving communication between teams and managers, this software ensures better monitoring of technicians' interventions. Thanks to rigorous work and tailor-made support from the Visual Planning team, who understood our requirements and our businesses' specific needs, we installed, configured, and adapted the tool to our needs."

Key Info:

2011

Implementation date

SaaS

Using method

+60

Users

VP8

Latest version

Benefits

After several days of installation and configuration, they were able to take control of Visual Planning and directly benefit from all its advantages. This, despite our simple planning view.



The possibility of having different colors, pictograms, ... Allows our technicians to quickly know what they have to do. Communication with our customers is also better and more precise. Tracking our work is a great asset.



Stéphane LE BORGNE, Technical Assistance Team Leader at Hillrom.

Broadly speaking, Visual Planning is a vital tool for their activity. On the business side, implementing this software has resulted in better visibility and better management monitoring, better communication between technicians and the planning team.



Results

Visual Planning has allowed Baxter to better manage their teams and field interventions. Having a real-time schedule has increased the turnover and the performance. As a result, they can now respond to more interventions, better organization of the teams, and plan their work by optimizing communication and follow-up.

Baxter

www.baxter.fr

 **VISUAL
PLANNING**
Powered by Stillog I.S.T.

Visual Planning © is a registered trademark of Stillog I.S.T.
www.visual-planning.com