

SUCCESS STORY

Beckman Coulter: Enabling Remote Resolution with Speed and Scale



Industry:
Medical Devices

Country:
US

About Company

Beckman Coulter, Inc. is a prominent company in the biomedical laboratory instruments sector, known for developing, manufacturing, and marketing a wide array of products that simplify, automate, and innovate complex biomedical testing.

Challenges



Equipment Downtime and Resolution Times

Equipment downtime and extended resolution times were frequent, impacting customer satisfaction and operational efficiency.



Delayed Service Allocation

Resource allocation challenges resulted in increasing costs and delayed service responses. There were also inconsistencies in technical training.



Lack of Visibility Into Service Data

A lack of in-depth service data analysis made decision-making difficult.

Overcoming Obstacles: Journey to Operational Mastery

To boost efficiency and client satisfaction, Beckman Coulter needed to pivot towards strategies that minimize field visits, bolster the call center team's effectiveness, and improve resolution rates. This strategic shift is designed to refine operations and offer quicker solutions, reducing the need for on-site visits.



“Aquant revolutionized our approach, transforming data into actionable insights, **leading to smarter decisions and a significant boost in customer satisfaction.**”

- Mike Rembelski, VP of Global Service, Beckman Coulter Service

SUCCESS STORY | Beckman Coulter



Beyond Traditional Service: Beckman Coulter's AI-Powered Operational Revolution

Beckman Coulter addressed its operational challenges by implementing the Aquant platform. The platform's AI, insights, and predictive capabilities helped Beckman Coulter analyze vast amounts of service data—enabling proactive maintenance, reducing downtime, and ensuring consistent and reliable performance of Beckman Coulter's equipment across various sectors.

Improved Repair Return Rates

Enhanced operational efficiency and improved Repair Return Rates by 22% over eight months.

Increased Productivity

Achieved a 7-9% increase in case volume while simultaneously reducing resolution time.

Made Faster Service Decisions

Streamlined data-driven decision-making, identified workforce and asset gaps, improved strategic planning, and optimized performance.

Key Takeaway:

With Aquant, Beckman Coulter Improved Repair Return by

22%

Elevating Service with Aquant

Aquant is an AI platform for service professionals working with complex equipment. It delivers expert-level answers instantly by capturing documented and institutional knowledge – improving machine troubleshooting, cutting costs, and turning service into a revenue engine. With Aquant AI, service professionals can be ready for anything.

[LEARN MORE](#)