

## SUCCESS STORY

# Hologic Strategic Shift: Data-Driven Service Lifecycle Management

# HOLOGIC®

**Industry:**  
Medical Devices

**Country:**  
US

## About Company

Hologic, Inc. is a medical technology company primarily focused on women's health. It sells, repairs, and maintains medical diagnostics, surgery, and imaging devices.

## Challenges



### Growing talent gaps and workforce complexities

Recruiting and training skilled teams to work on complex devices in a competitive talent market is expensive and challenging.



### High demand for field engineers

Streamlining service resolution was critical to reducing the high costs intensified by inflation and supply chain difficulties.



### Lacking a holistic view of the workforce lifecycle

Measuring the workforce cycle required a comprehensive evaluation of end-to-end service events beyond First Time Fix Rate.

## Holistic Service Transformation: Faster Resolutions, Better Experiences

With Hologic's challenges in mind, it was essential to prioritize rapid resolutions and holistic measurement of the workforce lifecycle. This approach thoroughly elevates the entire service lifecycle—including factors like remote troubleshooting and costs—to improve service efficiency and customer experience, moving beyond traditional metrics like the First Time Fix Rate.



“Aquant is the market leader in service intelligence, which was critical in our decision to partner. We gained insight into how our resources, employees, parts, and products perform, which is not provided through our other tools.”

- **Pierre Malboeuf**, VP of Field Service Americas at Hologic

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### Transforming Service and Workforce Management: A Leap in Efficiency

Aquant has effectively addressed Hologic's challenges by upskilling technicians, enhancing problem-solving efficiency, and enabling targeted coaching. Additionally, Aquant led to more strategic technician dispatching, increasing remote resolutions and lowering service costs. For broader workforce lifecycle measurement, Aquant provided comprehensive insights beyond First Time Fix Rates, focusing on reducing visits, optimizing part usage, and improving customer experience.

#### Narrowed the skills gap

Streamlined troubleshooting for service teams. Enhanced performance assessment and coaching.

#### Enabled Remote Resolution

Optimized technician dispatch—increasing remote resolution, reducing unnecessary visits, and lowering service costs.

#### Gained a centralized view of the business

Measured key service lifecycle metrics, leading to more data-driven decisions. Reduced visits, optimized part usage, and improved customer experience.

### 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.

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