

GE gets Frost & Sullivan award for AgileTrac

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Real-time location technology getting global recognition



Singapore: Frost & Sullivan recognized GE Healthcare with the 2012 North America Frost & Sullivan Award for Customer Value Enhancement following its analysis of real-time location system (RTLS) solutions for the hospital operations management market. GE is commended for its exceptional healthcare enterprise resource management solutions, specifically the RTLS technology-based AgileTrac.

"GE Healthcare's AgileTrac offers complete and real-time visibility into the flow and working of assets and resources in a hospital," noted Frost & Sullivan Research Analyst Ms Nandini Bhattacharya. "In addition to offering rapid and easy identification of asset location, the solution offers visibility on inventory stock levels and potential workflow bottlenecks. Such total visibility allows hospital personnel to proactively address any holdups, resulting in optimum capacity utilization."

Each year, Frost & Sullivan presents this award to the company that has demonstrated excellence in implementing strategies that proactively create value for its customers with a focus on improving the return on the investment that customers make in its services or products. This award recognizes the company's inordinate focus on enhancing the value that its customers receive, beyond simply good customer service, leading to improved customer retention and ultimately customer base expansion.

AgileTrac is specifically designed to proactively identify and mitigate potential inefficiencies in the flow-of-care for patients. Another key feature is AgileTrac Bed Manager, which allows hospitals to automate the process of tracking and managing bed utilization, thus speeding up the process of admissions and discharges.

The solution also interacts with the other business systems within a hospital, such as enterprise resource planning (ERP) software and electronic medical records (EMR). This provides users with complete views of the location of assets, combined with any locational change of assets or resources.