Empowering reliability at Boston Children's for world-class pediatric care

Publicly featured reference

Video testimonial:
https://mediacenter.ibm.com/media/Empowering+reliability+at+Boston...

The Customer

- Boston Children's Hospital (BCH) is the main pediatric training and research hospital of Harvard Medical School, Harvard University, located in Boston, Massachusetts.
- The hospital is home to the world's largest pediatric research enterprise, and it is the leading recipient of pediatric research funding from the National Institutes of Health (NIH).
- It provides comprehensive pediatric specialties and subspecialties to infants, children, teens, and young adults aged 0–21 throughout Massachusetts, the United States, and the world.

The Challenge

- BCH needs to ensure the efficient maintenance of 30,000 pieces of equipment across 3 million square feet, supporting the hospital's mission to provide safe, efficient, and reliable healthcare.
- As a world-class leader in pediatric care, as well as a research facility, the customer's concern is downtime of critical equipment.
- Additionally, the customer wanted to improve energy costs and carbon emissions.

The Solution

- IBM Maximo Application Suite with Manage and Mobile was implemented.
- Manage enables the maintenance of assets throughout their life cycle, to continually ensure any piece of equipment is reliable, properly maintained, and regulations followed, to keep it running.
- As BCH has multiple sites, Mobile was chosen to support their technicians in the field.
- The customer is also planning to expand their use of Maximo by implementing HSE in 2025.

The Benefits

- The use of Maximo enabled BCH to make sure thousands of assets are maintained accordingly.
- All relevant staff have access to the same information, so knowledge is not siloed.
- Asset data is on hand in the field with Mobile, eliminating paper records.
- "Boston Children's is constantly trying to improve and expand to help our patients and their needs, and with Maximo, we're able to grow." — Dan Sweeney, Director of Facilities Engineering, BCH