

Optimising Global Medical Device Operations Through Insight Driven Monitoring

How Elekta strengthened reliability, reduced downtime, and improved client service using Peraison's Qlik based operational monitoring suite



Executive Summary

Elekta operates life critical medical equipment across thousands of client sites worldwide. Maximising device uptime and proactively addressing issues is essential for both patient care and commercial performance. Peraison partnered with Elekta to build a suite of Qlik Sense applications that transformed how the organisation monitors device health, scheduled maintenance, and operational alerts. The result was a shift from reactive issue handling to proactive, data informed operational management that reduced operational risk and strengthened client relationships.

Elekta receives continuous log data and alerts from equipment deployed across global client sites. Prior to this engagement, operational teams relied heavily on manual processes and siloed reporting to understand device health and maintenance status.

This created several operational challenges:

- Limited visibility of upcoming or overdue maintenance
- Slow responses to machine alerts
- Manual Excel workflows that could not scale
- Inconsistent insights across regional teams
- Heightened risk of device downtime that impacts clinical environments

Elekta needed a unified, automated, and trusted analytics layer to support real time decision making and reduce operational risk in a complex healthcare environment.

The Challenge



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The Solution

Peraison designed and delivered a suite of Qlik Sense applications focused on operational monitoring.

The applications provided:

- **Maintenance monitoring** showing scheduled, overdue, and upcoming service activity
- **Alert monitoring** that automatically flagged issues and raised service tickets when equipment failed to meet KPIs
- **Client machine profiling**, giving account managers a complete view of every device prior to client meetings
- **Automated data processing** to remove manual Excel based tasks
- **Consistent, governed data** across teams

Peraison acted as an extension of Elekta's internal teams by designing, building, and operating the analytics environment. This approach ensured that insight was always accurate, timely, and aligned with business definitions.

The Impact

The operational monitoring suite delivered meaningful business outcomes for Elekta:

- Stronger control of maintenance cycles supporting reduced downtime
- Faster response to machine alerts through automated detection and ticketing
- Greater transparency across global operations
- Improved confidence in data used for operational and client decision making
- Better prepared account teams through comprehensive client device profiles
- Reduced manual reporting effort across regions

The result was a scalable operational insight capability that supported Elekta's commitment to delivering reliable, high performing medical technology.



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