




Accelerating device repairs: How the Dräger Help Ticket transforms service efficiency

A case study in cooperation with the Christliches Klinikum Paderborn,
Germany.

About Christliches Klinikum Paderborn

Christliches Klinikum Paderborn is a leading centre for acute and elective care in the region, delivering emergency and planned treatments across two sites. Its core specialisations span oncology, cardiology, and movement medicine – including trauma and spinal surgery – ensuring comprehensive, multidisciplinary care.

Each year, the hospital treats around 25,000 inpatients and more than 55,000 outpatients in around 20 clinical departments, supported by a dedicated team of approximately 200 physicians and 1,200 nursing professionals. Following a recent merger, capacity has grown to nearly 600 beds, enabling an even broader spectrum of advanced services. With a strong commitment to clinical excellence and patient-centred care, the hospital remains a pivotal provider for the Paderborn region.



Christliches Klinikum Paderborn operates a substantial Dräger fleet – 25 anesthesia devices, 35 ventilators, and Dräger ceiling supply units. Dräger's established repair process is already highly reliable and fast. This case focuses on how the device-initiated Help Ticket further enhances that strong baseline by triggering same-day remote diagnostics, preparing the right spare part before arrival, and often enabling first-visit resolution. In this case we demonstrate how the Help Ticket reduces repair times, returns devices to operation faster, eases staff workload, and lowers CO₂ by avoiding second technician visit.

With four in-house technicians responsible for approximately 7,000 devices across repairs and preventive maintenance, daily service demand is intense and downtime quickly impacts clinical schedules in the Christliches Klinikum Paderborn. The hospital was therefore looking for ways to optimize the uptime of their medical devices. This was to be achieved by means of digitalization of the maintenance process with the Help Ticket functionality that is part of Dräger's connected maintenance offering. This functionality helps to reduce repair time, enables a faster operational readiness and a higher first-time fix-rate.

Shorter repair times

Shorter repair times keep critical equipment available, reducing workflow disruptions, idle time, and workarounds. Faster return to service stabilises daily operations, prevents cascading delays across departments, and supports reliable care delivery. For clinical and biomedical teams, this means lower time pressure, reduced cognitive load, and fewer unplanned task switches – resulting in less stress, a more predictable working environment, and higher employee satisfaction

Faster operational readiness of the device

Rapid return to operation faster increases device availability, supporting patient safety and consistent care quality; prolonged downtime drives care disruptions and a higher risk of incidents. Higher availability helps hospitals meet Service Level Agreements (SLA) and performance commitments and improves patient experience by minimizing cancellations and waiting times – underscored by the UPMC Office of the Director estimate of \$3,600 per hour of unused operating room time.¹

Higher first-time fix rate improves uptime and reduces repeat visits

Beyond direct costs, fewer repeat visits reduce scheduling friction and administrative coordination, streamline workflows for clinical and biomedical teams, and free up technician capacity for new work – further cutting operating expenses and repair process effort.



With sustainability aspects in mind

Reducing site and optimising logistics make hospital operations more environmentally sustainable: fewer technician journeys lower CO₂ emissions, cut fuel use, and shrink the overall footprint. These practices support regulatory compliance and strengthening the hospital's image as a responsible, forward-thinking institution.



Dräger's strength is proximity: our dense network of service technicians arrives quickly and gets devices back into operation. The Help Ticket is a vital element – log files reach us immediately at the moment of failure, so we diagnose issues upfront and arrive with the right spare parts often solving the issue on the first visit. The result is a faster, more efficient process for hospitals and smoother, uninterrupted care."

Christian Eggers

Deputy Regional Manager, Dräger

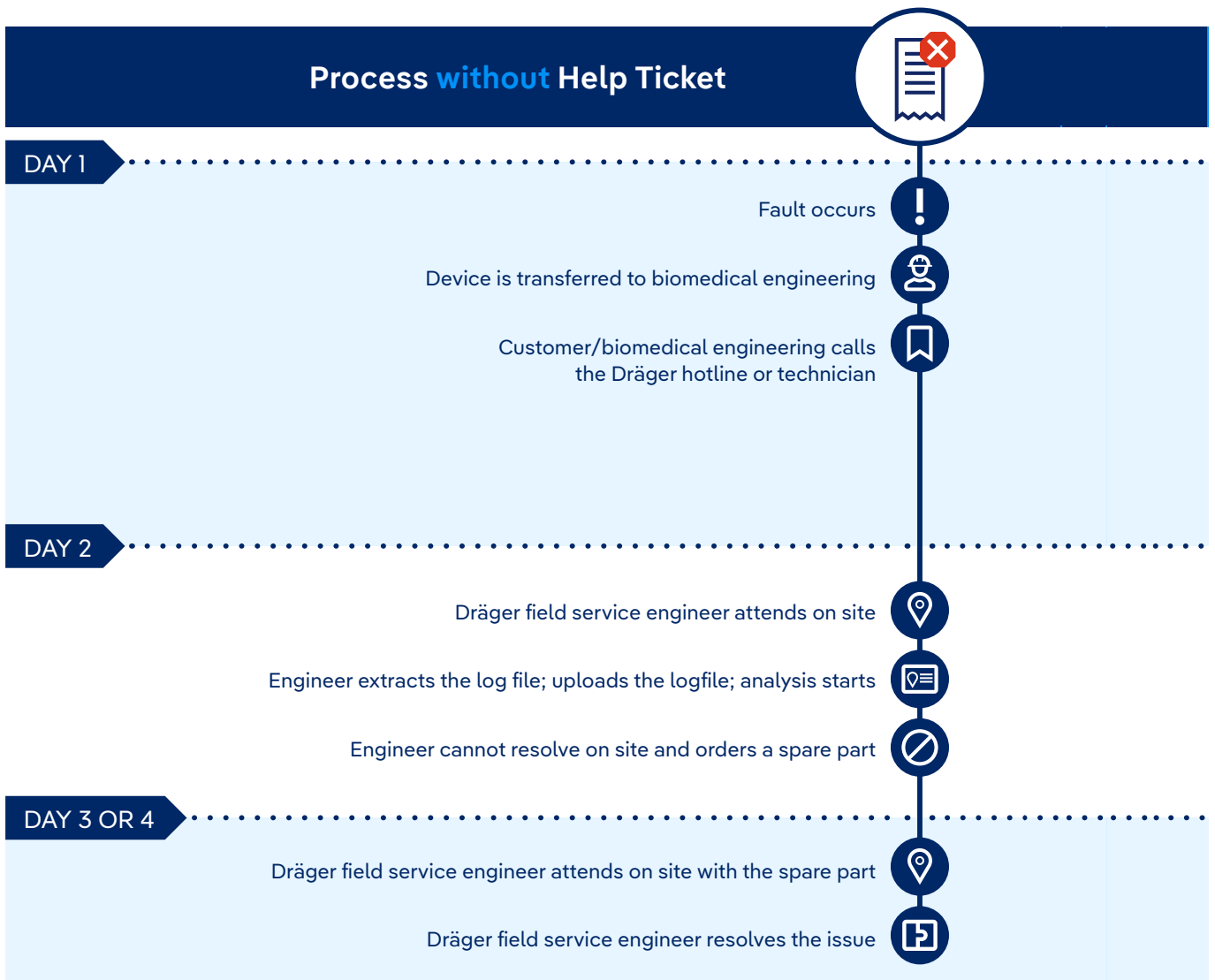
¹ Optimizing your operating room: or, why large, traditional hospitals don't work; John A. Giroto, Peter F. Koltz, George Drugas, International Journal of Surgery, Volume 8, Ausgabe 5, 2010, Seiten 359–367 improving[1]healthcare.

The repair process without a Dräger Help Ticket:

To understand how repairs are currently handled in the Christliches Klinikum Paderborn, we describe the process without devices being connected. On the day a fault occurs, the device is sent to the biomedical engineering department; typically, the customer also contacts the Dräger technician directly. The next day, a Dräger service technician visits the hospital, reads out the device log files – often unable to fix the problem immediately because a specific spare part is needed.

In almost 80% of cases, a second site visit is required, usually taking place on the third or fourth day, when the technician returns with the right part and completes the repair.

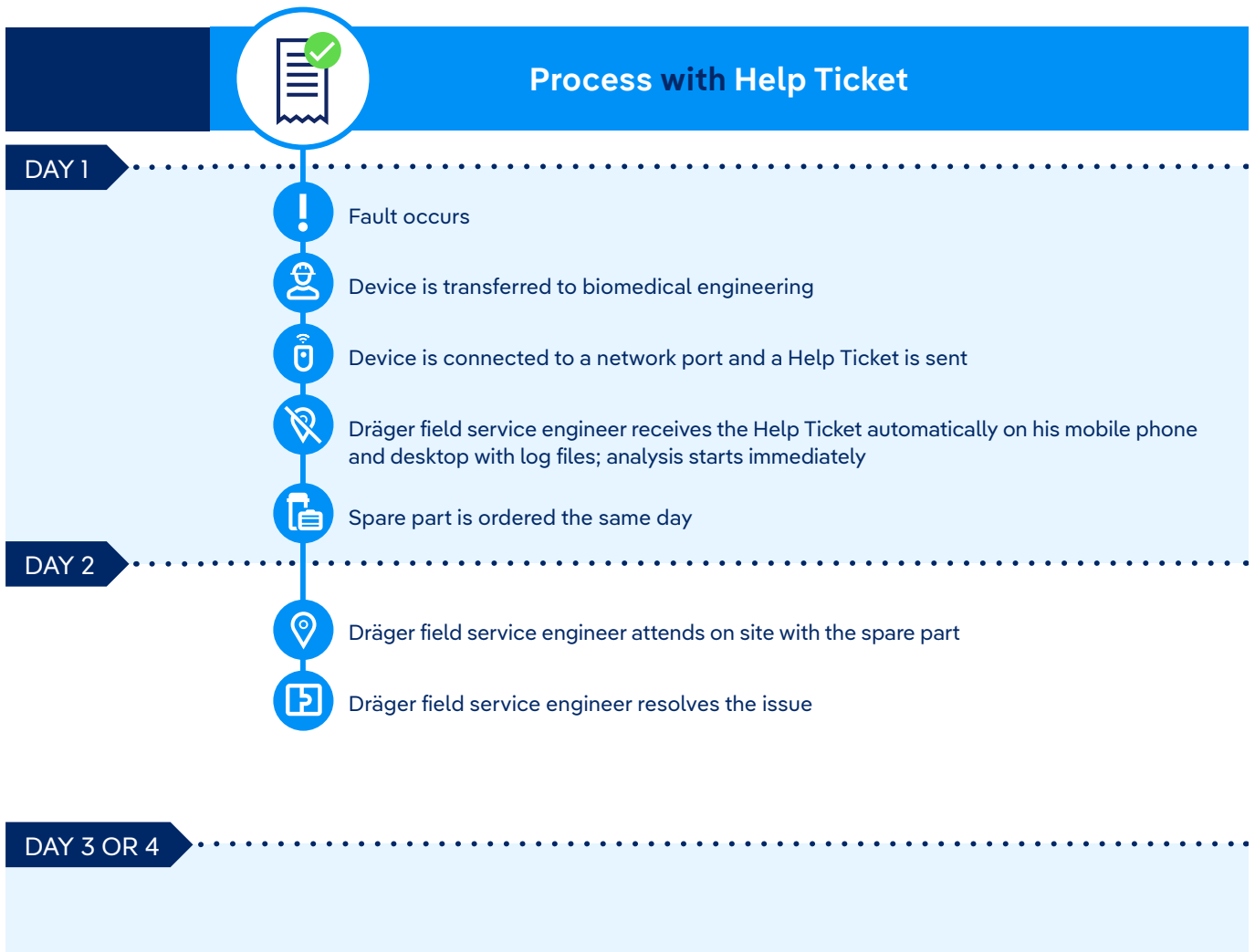
The graphic describes the path from fault detection to completed repair:



A Help Ticket is a device-initiated service request that securely sends technical details from the device to authorised Dräger service experts; with a single button press at the device, remote diagnostics start immediately and the right actions are prepared before arrival. Building

on Dräger’s proven service process, this enables shorter repair times, faster operational readiness of devices, a higher first-time fix rate that reduces repeat visits, and an automated, streamlined workflow.

Let us now take a look at the process when the Help Ticket is initiated by the Biomedical Engineering department at Christliches Klinikum Paderborn.



With the use of the Help Ticket, the repair process becomes more efficient. On the same day a device fault occurs, the device is transferred to the medical engineering department, connected to the network, and a Help Ticket – with all relevant log files – is automatically sent to the Dräger service team. The technician receives all diagnostic information immediately, allowing for a prompt analysis and rapid initiation of the repair order.

As a result, the necessary spare part is ordered the same day, and the technician arrives the next day equipped to resolve the issue. In around 90% of cases, the problem can be fixed during the first visit, reducing both downtime and operational disruption.



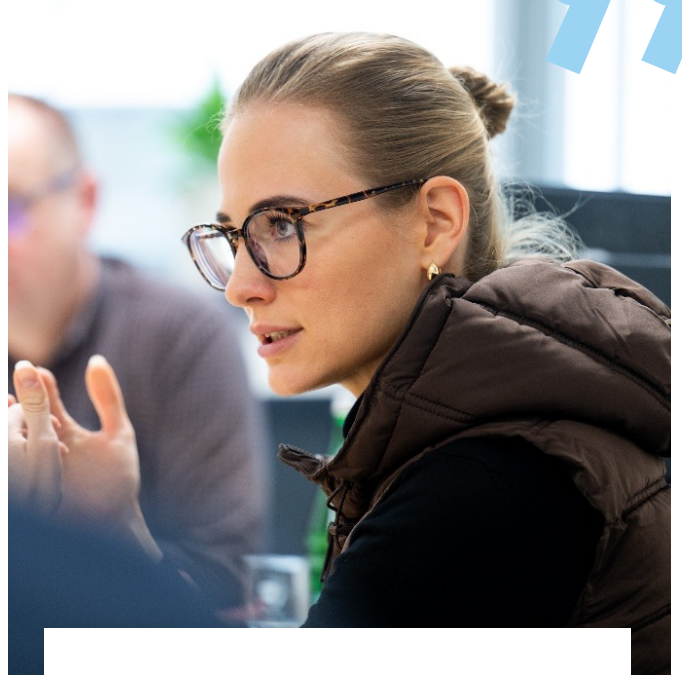
The following statements explain how the Help Ticket makes day-to-day work more efficient for Biomedical Engineering and clinical teams.



*“In the event of a failure or malfunction of Dräger devices, through the use of a Help Ticket can reduce costs by **up to 50%**. In our experience, devices are often **back in operation within 24 hours** of the fault, and in **around 90% of cases the issue is resolved on the first technician visit**. Together, these outcomes stabilise clinical schedules, lower administrative overhead, and improve the day-to-day experience for our technical and nursing teams.”*

Frank Striewe

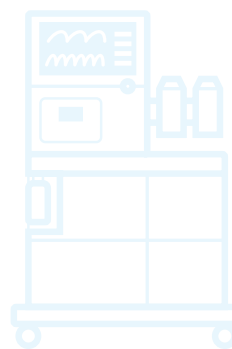
Head of Biomedical Engineering,
Christliches Klinikum Paderborn



“When devices return to service faster, patient safety benefits – fewer delays, fewer cancellations, and more consistent care. High availability isn’t just operational efficiency; it’s our commitment to meet clinical and service-level expectations alike.”

Johanna Brune

Digital Transformation Officer at
Christliches Klinikum Paderborn

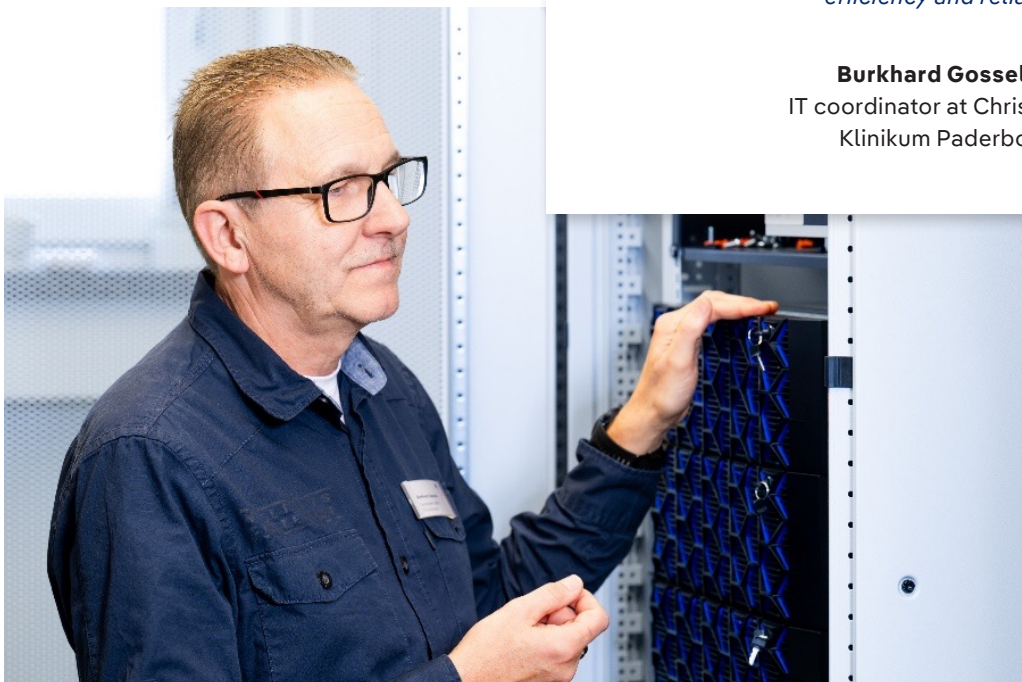




From the IT side, ensuring smooth operations and robust security is paramount.

“As IT head, it is reassuring to see how seamlessly the Dräger ServiceConnect Gateway integrates our medical devices into the hospital network while maintaining robust security standards. A digital service process like this not only improves our response to technical issues but also supports our long-term goals for efficiency and reliability.”

Burkhard Gosselke
IT coordinator at Christliches
Klinikum Paderborn



How the Help Ticket supports emissions reduction

The Help Ticket directly supports sustainability by eliminating most second site visits. At Christliches Klinikum

Paderborn, the Dräger Help Ticket reduces service travel from two travels (≈ 24.2 kg CO₂) to one (≈ 12.1 kg CO₂), saving 12.1 kg CO₂ per repair – about a 50% reduction.

Key Facts

- With a Help Ticket, issues are often resolved within 24 hours. Without it, resolution typically takes 3 to 4 days.
- Downtime is reduced by approximately 2 days.
- Avoiding a second visit also supports sustainability.
- In around 90% of cases, the issue is resolved on the first visit.