Superb Service & AI-Driven Data Will Revolutionize Robotic Microsurgery at MMI

MMÍ
Changing impossible.
Changing lives.

Founded in 2015, Medical Microinstruments (MMI) aims to help more surgeons around the world to offer more advanced procedures, while reducing costs for patients, hospitals and society at large.

MMI is home to the first teleoperated robotic platform for suturing in open surgery with wristed microinstruments.

Remotely retrieve data in real time

Facilitate knowledge sharing

Offer ai trouble shooting & resource planning

Improve engineering and R&D of products

Drive service excellence thru data analytics

Close generational gaps

GOALS

As MMI looked to launch this new technology to the market, they knew they needed a sustainable and scalable solution for the field service organization.

1 Minimize Response Time
by optimizing the displacement schedules of our engineers

2 Ensure Traceability of Issues
to meet quality compliance requirements

3 Make Continuous Improvements
by gathering customer feedback in an organized way

The Future Ahead
MMI sees an opportunity to leverage IoT to connect the Symani microsurgery platform directly to their field service solution.

Choosing ServiceMax & Salesforce

"The combined strengths from both companies bring added value that enables FSEs to deliver an outstanding and proactive customer experience while ensuring maximum asset performance.

Giancarlo Testaverde
Executive VP of Operations
Medical Microinstruments

servicemax