PRESS RELEASE

GE Healthcare Increases Multi-Vendor Parts Inventory on its Online Site to Expand Offerings

MILWAUKEE – June 7, 2019. By 2022, hospitals and healthcare systems in North America will purchase 14.5% of their service parts, devices, accessories and supplies online. To meet this growing demand, GE Healthcare has increased its inventory of multi-vendor parts available on GE Healthcare Service Shop, which will be on display at AAMI Exchange 2019.

“Our customers want an OEM who can supply multi-vendor support,” remarked Tim Erickson, GM, Global Asset Returns, GE Healthcare. “They are looking for a long-term relationship with a company whose processes they already trust and rely on. The increased inventory of multi-vendor parts available through Service Shop is another step in helping meet that need.”

GE Healthcare customers report saving nearly 300,000 minutes sourcing parts through GE Healthcare Service Shop versus ordering via phone. GE Healthcare recently sold its 730,000th item on Service Shop.

With an extensive GE Healthcare service parts, accessories and supplies catalog, expanding the online shop to offer additional multi-vendor imaging parts provides more selection for customers. This increase in multi-vendor inventory will add to the site’s existing $1.5 billion in parts and accessories inventory, and the 6,000 parts it distributes daily from more than 50 distribution centers across the U.S. and Canada.

Parts available on GE Healthcare Service Shop that are purchased directly from GE Healthcare come with a warranty and are tested for quality and reliability to help ensure a low failure on arrival (FOA) rate.*

“Equipment maintenance, service, and uptime are important to a provider’s ability to provide high-quality patient care,” said Rob Reilly, VP & GM, U.S. & Canada Service. “The increased inventory of multi-vendor parts available on Service Shop helps providers focus on patient care by delivering GE Healthcare OEM and multi-vendor parts where and when they are needed.”

Healthcare must enable a higher level of customer experience that people have come to expect, based on interactions with retail and other industries. The increased inventory of multi-vendor parts on GE Healthcare Service Shop is another step in ensuring a high calibre customer experience.

*Parts sold by vendors on Service Shop are subject to vendor warranties.

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1 Frost & Sullivan 2019, Healthcare eCommerce Market in North America, Forecast to 2022
2 Number derived from the Banner Health Service Shop Case Study (2016, JB38834US); multiply 7 minutes of time saving per order by the total number of orders placed through Service Shop.
3 Frost & Sullivan 2019, p23, Healthcare eCommerce Market in North America, Forecast to 2022
About GE Healthcare:

GE Healthcare is the $19.8 billion healthcare business of GE (NYSE: GE). As a leading provider of medical imaging, monitoring, biomanufacturing, and cell and gene therapy technologies, GE Healthcare enables precision health in diagnostics, therapeutics and monitoring through intelligent devices, data analytics, applications and services. With over 100 years of experience in the healthcare industry and more than 50,000 employees globally, the company helps improve outcomes more efficiently for patients, healthcare providers, researchers and life sciences companies around the world. Follow us on Facebook, LinkedIn, Twitter and The Pulse for latest news, or visit our website https://corporate.gehealthcare.com/ for more information.

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