



enRichMyData

## Service Data Enrichment for Smart Maintenance of Medical Imaging Systems

### ORGANISATION INFO

**Name:** Philips  
**Established:** 1891  
**Country:** the Netherlands  
**Global market reach:** 3% share of the global medtech market in 2021  
**Lead name:** Qi Gao

### ABOUT

Philips provides personal and professional healthcare solutions, and is among the top 10 medtech companies in the world. Philips generated around 18.2 billion euros in revenues in 2023 and invested about 9% of this in R&D. Sales of diagnostic imaging products accounted for 39% of all revenues from this segment in 2023. In 2024, Philips was recognized as Clarivate Top 100 Global Innovator since company's innovative products and solutions improved the lives of 1.9 billion people in 2023.

### ROLE IN THE PROJECT

Philips designs and produces capital intensive medical imaging systems, such as Magnetic Resonance Imaging, Computed Tomography used for diagnosis and image guided therapy in hospitals. As a partner of the enRichMyData project, Philips presents a business case on developing data enrichment pipeline for smart maintenance of such medical devices.

### BUSINESS CASE

#### ABOUT BUSINESS CASE

Philips presents a business case on developing data enrichment pipeline for smart maintenance of medical devices. In this business case, Philips aims to leveraging enRichMyData toolbox to semantically enrich their service data to help service engineers perform maintenance more effectively, leading to faster issue resolution and reduced downtime for medical imaging systems. This ensures better utilization rates and better service for hospitals and patients.

#### TOOLBOX USAGE

The main objective of the proposed business case is to enrich the un/semi-structured datasets using external data sources. To do so, Philips uses the Platform Document Analysis component, developed by Expert.AI, to enrich their service data. It processes and semantically enriches service manuals and service reports. This enables service engineers to quickly access comprehensive relevant information when diagnosing and repairing equipment. They can quickly find relevant sections describing troubleshooting steps, thereby, speeding up the repair process..