Cadence is a remote repair platform that aims to bridge this gap by connecting manufacturers and service providers to customers in remote areas with effective user interface technology for remote diagnosis and repair. A number of flexible service contracts make Cadence available to customers who cannot afford traditional service models.

Remote Engineer Workspace
Helps engineers troubleshoot remote service cases and share tasks with other engineers.

Communication Channel
Allow remote service engineers and customers to send highly visual communications, including ready-made libraries of instructional images.

Hospital App
Lets biomeds and medics manage their inventories, access open information and networks of peers. Also acts as a portal for service communication channels if available.

Fixer's Network
Users can ask each other for advice and share tips on machine repair in message forums, based around open information, manuals, and repair guides either manufactured or built up by users.

Open Information
Open information originating from hospital end users (e.g. chat messages, repair guide contributions, comments).

Customer Open
Open information the manufacturer has chosen to release openly on the Cadence Platform.

Customer Private
Private customer data such as inventory and details of individual machines.

Manufacturer Open
Information the manufacturer has chosen to release openly on the Cadence Platform.

Manufacturer proprietary
Manufacturer provides service support to customer directly.

Manufacturer licensed
Manufacturer licenses their full, proprietary remote support materials to an authorized distributor or NGO, and provides remote service support.

Manufacturer licensed
Manufacturer licenses their remote support materials to a distributor or NGO, and provides remote service support.

Customer with no service support can still access open resources and the Fixer's Network. If a part is needed, the manufacturer can be contacted directly.

Grace Kane 4405390
Designing a product-service for repair & maintenance of medical imaging equipment in Africa
December 12th 2016
Integrated Product Design (Medisign) MSc.

Committee
Dr. ir. C.A. Bakker
Prof. dr. A.R. Balkenende
Company
Philips

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Delft University of Technology