GETEMED Medizin- und Informationstechnik AG

GETEMED, a frontrunner in cardiological diagnostics, uses wireless connectivity for more accurate diagnoses

The customer
GETEMED Medizin- und Informationstechnik AG develops, manufactures and sells medical products for cardiological diagnostics and ambulatory monitoring.

The requirements
For their PhysioMem PM 100, a portable mobile ECG-device for cardiac monitoring, GETEMED was in search of reliable wireless connectivity to transfer data.

The solution
KPN provides IoT-connectivity with global roaming SIM cards for use in the GPRS module of the PhysioMem PM 100, allowing devices to send information on cardio activity.

The result
In the three years KPN and GETEMED have been working together, IoT-connectivity has been reliable, safe and stable.

Tilo Borchardt is branch manager for GETEMED. He explains his company’s need for connectivity and their relationship to KPN.

When GETEMED started the development of the PhysioMem PM 100, the company decided to incorporate mobile communications, based on experiences with earlier products. To avoid mistakes or manipulations, one of the requirements was that the end user, the patient wearing the device, couldn’t replace the SIM card or access the data. Borchardt: ‘Our customers are physicians and hospitals. Another requirement was, that the SIM card has to work nearly everywhere in the world, because we cannot foresee what happens when our customers receive the devices and to where their patients travel. We wanted to ensure the enclosed SIM card provides connectivity everywhere. That’s why we started exploring our options for a SIM card that would meet our requirements. At first, we tried a SIM card from the provider of our wireless module, but this card didn’t perform very well in Germany, because national roaming didn’t work. The module always tried to connect to the provider and in some areas the connection was very bad. That is, when we got in touch with KPN through one of their sales representatives.

‘Connectivity allows patients to continue everyday life’

kpn.com/references
In the end, the reason why we have chosen KPN, is that with this partnership, national roaming is no problem at all, and we get IoT-connectivity in nearly every country over the world.’

The need for connectivity
Connectivity is becoming more important to GETEMED for two reasons. Borchardt: ‘First of all: these portable “wearables” are nothing new. The analogue versions have been in use for around 30 years in the US. But with this “classic” technology the problem of arrhythmia or heart rhythm disturbances is often not recognized by the doctor. The patient comes into the hospital after wearing the device for 24 to 48 hours, and in a lot of cases this timeframe is not long enough to create solid results. It makes sense to wear the device during a longer period, in order to find cardiac problems.’ The data is automatically analysed, and sent to the attending physician. The second reason is, that more and more of the generated data is being used to further the field of cardiology. Connectivity will become more important, as more and more devices and people will go online, and smart algorithms and machine learning will improve, allowing more advanced applications and insights.

Good relationship with KPN
The roles are clear in GETEMED’s partnership with KPN. GETEMED buy the SIM cards from KPN and activate them at KPN’s Jasper Wireless M2M Control Center. They also monitor the traffic and volume of the data. Borchardt: ‘For this device, there’s limited benefit in monitoring these parameters constantly, because the data volumes are quite small and very well controlled by the application. KPN provides us with global connectivity, and this has been working very well ever since. We have chosen a 2G device because of the small data volume, the reliability and relative low costs of the modules. We have a good relationship with KPN. Over the last three years we have not experienced any big problems. Better still: in the two or three events with minor issues with other parties occurred, such as the loss of connectivity in a special area of Germany, KPN responded very fast. Immediately, we received the support we needed, and everything was back on track in no time. We’re very pleased with the way things are going, and are now looking forward to expand our collaboration with KPN!’

‘The connectivity needed to be stable, reliable and to work all over the world’

Discover all the new opportunities with KPN
For further information please contact your KPN Account Manager or send an email to info-grootzakelijk@kpn.com.