

## REMOTE MONITORING SOFTWARE

### Smartline MACHINERY

Smartline Machinery is a Yandina, Queensland-based manufacturer of specialised equipment for the health industry. These include endoscope drying and storage cabinets, height-adjustable tables and sinks, and sterile storage. They are seizing an exciting opportunity, involving their successful product range of endoscope drying and storage cabinets, to deliver connected “smart cabinets” and new Internet of Things-based services.



### How the Growth Centre helped:

**The AMGC assisted through a \$150,000 co-funded grant. This collaborative project enables Smartline, alongside participants SATO and HealthTag, to develop a data system, called CleanPath. This tool delivers a simplified compliance process to the increasingly rigorous standards that users must meet.**

### What's changed:

The project will enable Smartline to provide an innovative solution to customers with a complementary set of services. It will help them continue a heightened emphasis on technological sophistication and create new revenues and high-skilled remote technician roles.

### Success story overview

Smartline Machinery began in 1995, and has evolved into a growing SME, specialising in equipment for the healthcare sector; and its products are distributed throughout 52 countries.

**The company has been a finalist in the Queensland Export Awards and has won awards including Building & Manufacturing Business of the Year at the 2017 Sunshine Coast Business Awards.**

Smartline's products include endoscope drying and storage units, height-adjustable tables and sinks, and shelving options. These handle the cycle of dirty collection to clean delivery within hospitals' CSSD (central sterile services department).

One particularly successful product range is Smartline's endoscope drying and storage cabinets. A total of around 350 units have been installed in Australia and a further 180 abroad. These cabinets feature a patented drying and storage system for colonoscopy and gastroscopy surgical scopes.

A notable issue for clients using these drying units is compliance with EN 16442, the leading standard for cleaning surgical scopes. Meeting this will be mandatory in Australian, US and European markets by 2020. The standard includes strict measurement and reporting of temperature, pressure and humidity.

Smartline is developing CleanPath, a world-first IoT solution, to ensure hospitals can easily satisfy EN 16442. CleanPath will also create additional revenues and skilled jobs through servitisation attached to these new "smart cabinets".

CleanPath is being fast-tracked to market through a collaborative project with Japanese multinational SATO (a pioneer in automated identification and data collection, AIDC) and software developer Health Tag.

Smartline will build on its established relationship with SATO, which is heavily involved in paperless upgrades within the Australian healthcare system, making use of the multinational's vast expertise in RFID and data management.

The CleanPath system under development will ensure the safe cleaning and storage of endoscopes. This includes RFID-based management and tracking of scopes, and swipe-based cleaning steps with prompts.

Remote monitoring-based services through Smartline technicians will also help optimise use of important clinical assets. Fee-for-service offerings attached to the new system will produce new revenue streams, new ways to provide value to customers, and create skilled



technician roles. New services will include report writing, value stream mapping, and cross-contamination infection control.

**“What we have done is pioneer beyond basic-type products. We’re now moving into higher-technology products utilising RFID technology, database technology, cloud-hosted technology, and offering remote services and tailored customer support,”** explains Will Smart, Managing Director and founder of the company.

The data system will be expanded over time through upgrades. This will deliver a larger range of functions to customers, for example, as compliance requirements change.

Collaborative development will bring CleanPath to market sooner, enabling Smartline to keep its market share within Australia, and delivering an edge in reaching potential clients and new markets.

**“We’ve realised that the ability to play in higher technology streamlines our processes and allows us to remain focused on something which has greater elasticity, which in return is more profitable and provides greater longevity,”** explains Mr Smart.

Of the Advanced Manufacturing Growth Centre, which assisted the project through a \$150,000 co-investment, Mr Smart says the organisation has helped continue this technical focus.

**“Being an Australian initiative, it is something that’s close to our heart, because we are very pro-Australian employment. The fact that the funding is administered through Australia, from Australia, for Australia is an important aspect for us.”**

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