SYSMEX
CASE STUDY

Meet Sysmex

Sysmex supports healthcare professionals and patients around the world with a broad range of medical diagnostic products and solutions in a variety of fields. Sysmex is continuously developing its product and service portfolio to cover the entire patient pathway of care. Their multi-functional solutions work together with high-quality reagents and reliable services and support to create a better healthcare journey for all.

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"Macrium makes our products stronger"- This partnership gives Sysmex a competitive advantage rarely seen in healthcare

Every Minute Matters

In healthcare, system downtime directly impacts patient care. Sysmex America, a leading provider of diagnostic equipment, partnered with Macrium to solve this critical challenge.

With Macrium, Sysmex revolutionized their service approach by enabling remote recovery of diagnostic systems – reducing downtime from hours to mere minutes.

Hear from Jose Rivera, Vice President of Service and Support; and Ben Boeke, Group Manager, Technical Product Management at Sysmex America as they share how Macrium revolutionized their approach to system recovery and customer support.

https://youtu.be/Gj500zUXP-w

Real-World Impact

Before Macrium, Sysmex engineers had to travel on-site to manually restore customer systems, leaving diagnostic equipment offline for hours at a time. This meant patients waiting longer for critical test results and delayed treatment decisions. Now, their technical support teams can remotely restore systems in minutes without dispatching field engineers.

This transformation has reduced labor costs associated with system downtime by 50%, with an expected 75% savings once fully implemented.

For Sysmex customers, this means near-immediate system recovery, minimal disruption to laboratory workflows, and better patient care through consistently available diagnostic services.

Why Sysmex Chose Macrium Reflect LTSC

For Sysmex, stability and regulatory compliance are non-negotiable. They selected Macrium Reflect LTSC for its purpose-built predictability, minimal disruptive updates, and quality assurance peace of mind.

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It's important for us, in a highly regulated industry, to ensure that the backups created are safe, secure, and remain local at that customer account. Macrium provides that by encrypting their backups, and with the Image Guardian, we're able to ensure those backups never change over time. – Ben Boeke, Group Manager Technical Product Management, Sysmex America.

Hear more from Jose and Ben as they explain why LTSC's stable, predictable platform was the perfect match.

"The competitive edge we never had before"

https://youtu.be/Eql26ajKvu8

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