

Using National Asset Intelligence to Support Evidence-Based Procurement

KEY HEALTH supported a healthcare client who was evaluating Dynamic and Hybrid pressure-care mattresses for a new procurement programme. The client required independent market intelligence, reliability benchmarking and cost-of-ownership insight to guide their purchase decision.

Using data from our national maintenance database, which covers thousands of pressure-care mattresses used across multiple organisations, KEY HEALTH provided a concise but comprehensive intelligence pack. This included:

- A summarised ranking of leading mattress brands based on reliability and maintenance history
- A comparison of top-performing models drawn from real-world usage
- Insights into:
 - Common failure patterns
 - Annual maintenance cost
 - MTBF (Mean Time Between Failure)
 - Expected service life
 - Parts-consumption trends
- An overview of commercial practices commonly offered in the market, including typical maintenance charges, warranty patterns and examples of free-of-charge support models
- Confirmation that KEY HEALTH could maintain the selected mattresses subject to model-specific training, supported by evidence that we already manage similar equipment fleets elsewhere

We also shared fleet-management intelligence such as effective tagging methods, turnaround practices, cleaning processes and utilisation trends seen across comparable healthcare environments.

The customer reported that this level of benchmarking had not been provided by their previous suppliers. The intelligence allowed them to avoid high-failure models, select products with proven reliability and lower lifecycle cost, and strengthen their business case with objective data.

This case demonstrates KEY HEALTH's ability to turn national maintenance data into practical, decision-ready insight, enabling customers to make confident, evidence-based procurement decisions.