

Ascendo AI Showcases AI-Driven Knowledge Automation for Medical Device Service Teams at MD Expo Dallas 2025

Ascendo AI showcased AI-driven knowledge automation for medical device service teams at MD Expo Dallas, highlighting scalable, compliant service operations.

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Ascendo AI announced its successful participation at MD Expo Dallas 2025, where the company demonstrated how AI-driven knowledge automation is transforming service operations

across the medical device industry. Throughout the event, Ascendo AI engaged with HTM leaders and medical device service teams who are actively seeking ways to scale expertise, reduce downtime, and navigate increasing operational complexity without expanding headcount.

With medical devices becoming more advanced and tightly regulated, traditional service models—dependent on static documents, manual troubleshooting, and tribal knowledge—are no longer sufficient to maintain the speed, accuracy, and compliance required in healthcare environments. AI is now playing a critical role in enabling faster guidance, consistent training, and continuous learning from service interactions.

During the event, Ascendo AI showcased how its platform empowers medical device organizations to streamline service operations through natural-language search, automated knowledge creation, and real-time updates from service data. The platform enables teams to instantly access troubleshooting insights, generate procedures such as MOPs, SOPs, JSAs, Field Service Bulletins, QBRs, and other operational documents, and maintain compliance as devices and regulatory requirements evolve.

Ascendo AI's participation at MD Expo Dallas highlighted a broader shift in the industry toward AI-powered service ecosystems capable of improving first-time-fix rates, reducing repeat visits, and delivering more consistent service quality across both new and experienced technicians. The



Ascendo

Ascendo AI at MD Expo Dallas 2025

company continues to support medical device service organizations as they modernize their operations and adopt intelligent workflows designed for highly regulated environments

About Ascendo AI-

Ascendo AI is the Universal Product Intelligence platform for modern enterprises. Powered by multi-agent AI systems, Ascendo helps organizations understand their products across versions, variants, and global customer environments—enabling autonomous operations, predictive service, and actionable intelligence at scale. Ascendo AI is headquartered in San Francisco, with customers across telecom, high-tech manufacturing, industrial equipment, and medical devices.

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