

OptiRun service solutions for BioProcess



Outcomes-driven service solutions

Life sciences today. Global. Fast-paced. Driven by new technologies demanding a new kind of service and support. Our OptiRun™ service solutions are designed to help you achieve the outcomes you need for success.

Unlike traditional “break-fix” models, OptiRun service solutions set out to maximize the total productivity of your assets—to bring out the best in your **people**, to make the most of your **processes**, and to optimize the performance of your Cytiva **instruments**.

They’re innovative solutions that drive uptime, speed, efficiency, compliance, and user proficiency.

They’re also flexible. They can be customized at every stage of your asset’s lifecycle from installation to decommissioning—all while optimizing equipment life and total cost of ownership.

OptiRun is **outcomes driven**, for optimal productivity and the timeliness of your research.



TECHNOLOGY

LifeCycle management

- Equipment and network installation
- Maintenance and repairs
- IQ/OQ, requalification
- Asset performance management
- Depot repair services
- Instruments and software upgrades
- Instrument refurbish/donation



PROCESS

Advisory and consulting services

- Automation support
- Change control notification
- Spare Parts Advisory
- Validation support
- Relocation support



PEOPLE

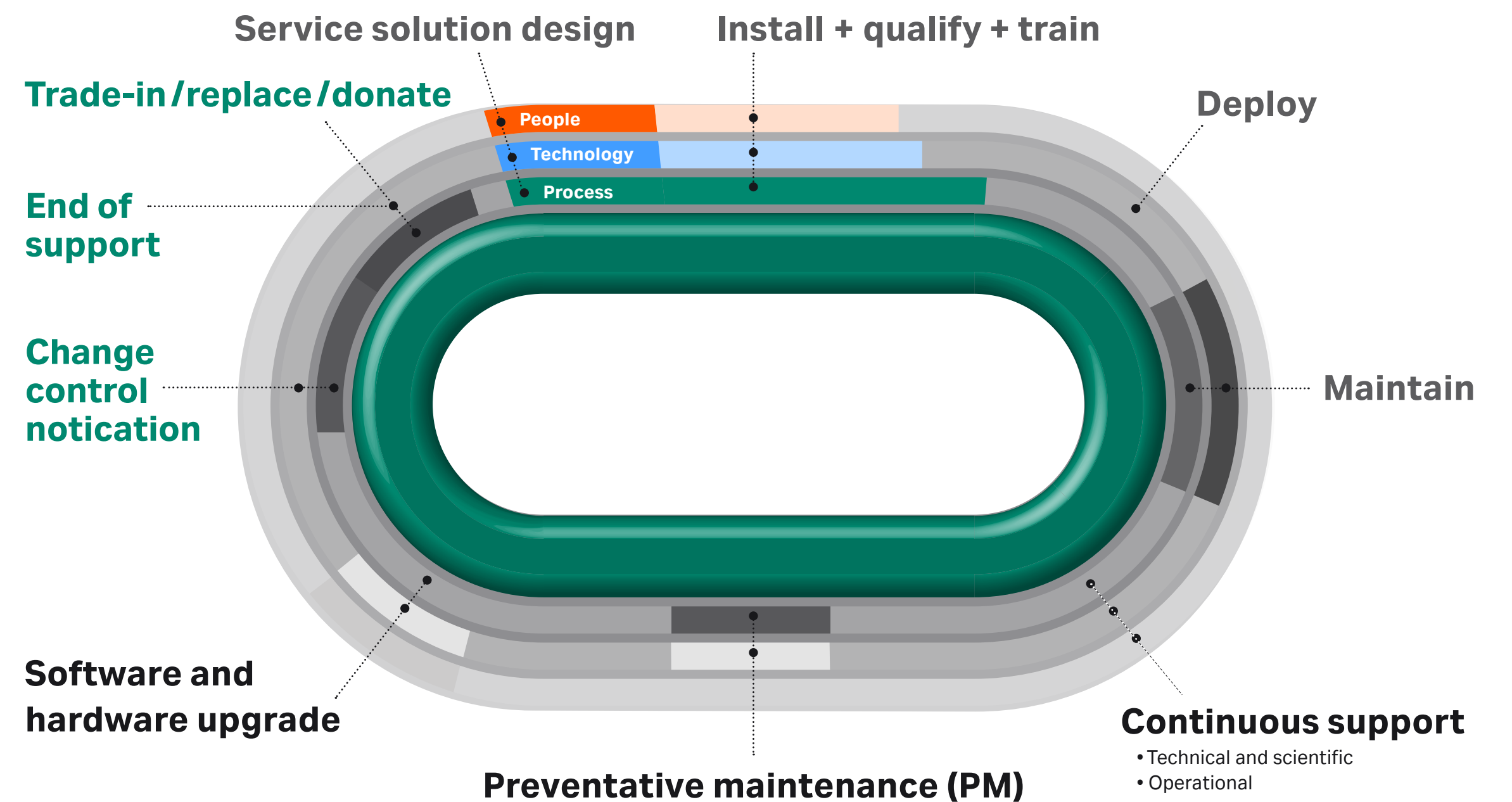
Scientific and technical support

- Rapid on-site response
- Resident engineer
- Application training
- Equipment training
- In-house support

For us, the moment of sale is a beginning, not an end

OptiRun LifeCycle

Whether your assets are a single unit operation or a large-scale enterprise solution, OptiRun service solutions are with you at every step of the life cycle. Our certified engineers and other highly-trained service specialists draw on many different forms of expertise to address your needs. They've been developed over a half century of collaborative partnership servicing thousands of systems around the globe.



The science behind our service

Our service experts and scientists are deeply involved in developing and enhancing our equipment. Drawing on their scientific background, understanding of applications, and insights gained from service cases, they create new tools that enhance your productivity and biomanufacturing outcomes.





Science

Application

Big data

Scientific process expertise

Designing and servicing complex bioprocess equipment requires a deep understanding of both the process and the science behind it. Our knowledge is based on extensive involvement in all aspects of life sciences research and drug production, everything from cell culture, to chromatography, to high-quality characterization of molecular interactions.

Engineering expertise

Our engineers and scientists work together to provide a complete solution. Nobody understands our equipment as well as we do—we design it, manufacture it under strict ISO standards, and test all critical components to establish maintenance protocols.

Compliance expertise

Our global presence gives us breadth as well as depth in regulatory knowledge and understanding. Our Service engineers are trained and certified to perform all necessary support and services from installation to IQ/OQ, until your asset is up and running in regular production.

Automation expertise

Through our global partners, we are expert in all major automation platforms at both instrument and integrated levels.

Predictive data analysis

Through Cytiva, we are developing new service solutions to optimize asset availability and performance, drawing on Cytiva's operating system for the industrial Internet, PREDIX™, and Asset Performance Management (APM) tool.

Customizing your strategy: OptiRun service portfolio

OptiRun service solutions offer a comprehensive range of options that can be customized to your asset-management needs and desired outcomes.

Preventative maintenance keeps your instruments properly tuned and calibrated, while providing documentary proof of compliance. Our engineers are equipped with proprietary diagnostic and maintenance software that allows them to interrogate your system, determine needs, and perform detailed maintenance. Our parts advisory service supports your parts mitigation strategy. Meanwhile, our educational offerings ensure that your technology provided by Cytiva, is always used optimally by trained personnel.



Service as strategy

For optimal long-term productivity, you need peak performance from your equipment, your processes, and your people. OptiRun service solutions provide end-to-end support in all three areas, customized to your desired bioprocess production outcomes.

Qualification support

We provide a full range of services to ensure that your Cytiva assets remain in a qualified state and meet regulatory requirements at all times.

They include qualification and life cycle support, SAT, installation and operational qualification (IQ/OQ) as well as requalification (RQ) performed by our trained and certified service engineers. We also offer custom qualification services to your unique specifications when required.

Preventative maintenance

Preventative + performance maintenance is critical to optimal outcomes and lies at the heart of our service offering.

Our field service engineers conduct a full diagnosis of your systems, following performance maintenance standards designed to restore them to factory specifications. They perform all necessary maintenance and verification to ensure peak operational quality. PM keeps your instruments properly maintained and calibrated, preventing unexpected breakdowns and ensuring documented proof of compliance.

Parts management

Our quality parts are essential to optimizing the productivity and long-term dependability of your assets. They undergo a rigorous quality management process from design to delivery, ensuring that they are always manufactured to the same high quality standards as your systems. All parts used for maintenance or repairs in a validated environment come with materials certificates.

Our parts advisory service uses a data-driven approach to help you determine what spare parts you should keep proactively on site to minimize the effect of unexpected equipment failure.

Training

Performance requires optimal use and users. We provide ongoing application, software, and user training to ensure your equipment functions correctly and is used and maintained appropriately.

We offer theoretical and practical courses for different application areas and individual systems in classroom, on-site, or online environments. We also provide user education through our application and scientific support functions.

Automation support

Automation is critical to optimizing the productivity of your systems. We offer flexible support both for unit operations and at the integrated level. Our service engineers perform certified hardware and software upgrades according to change control protocols.

We are also expert in the industry's leading automation platforms, including DeltaV™, Wonderware™, and Rockwell™. Together with our global automation partners, we can address all your needs from troubleshooting to lifecycle management of the automation hardware and software.

Rapid response

Unscheduled events such as equipment failure can be costly and disruptive to operations. OptiRun service solutions provide a range of options depending on your needs. Options include priority access to technical phone support, rapid response times for site visits, and retaining a Cytiva service engineer full time to monitor and maintain your systems in optimal condition.

Conversely, where downtime is less critical to your operations, we can also structure offerings that trade off rapid response.

Flexible coverage

Whether you need full protection for total peace of mind or just insurance to cover major repairs we have several service contracts to fit your unique needs.

If traditional asset-based agreements are not an ideal solution for your biomanufacturing facility, our new innovative contract models now offer site-wide coverage, along with more flexible methods of payment. They also include dedicated service coverage for Cytiva enterprise solutions such as FlexFactory™, KUBio™, and BioPark.

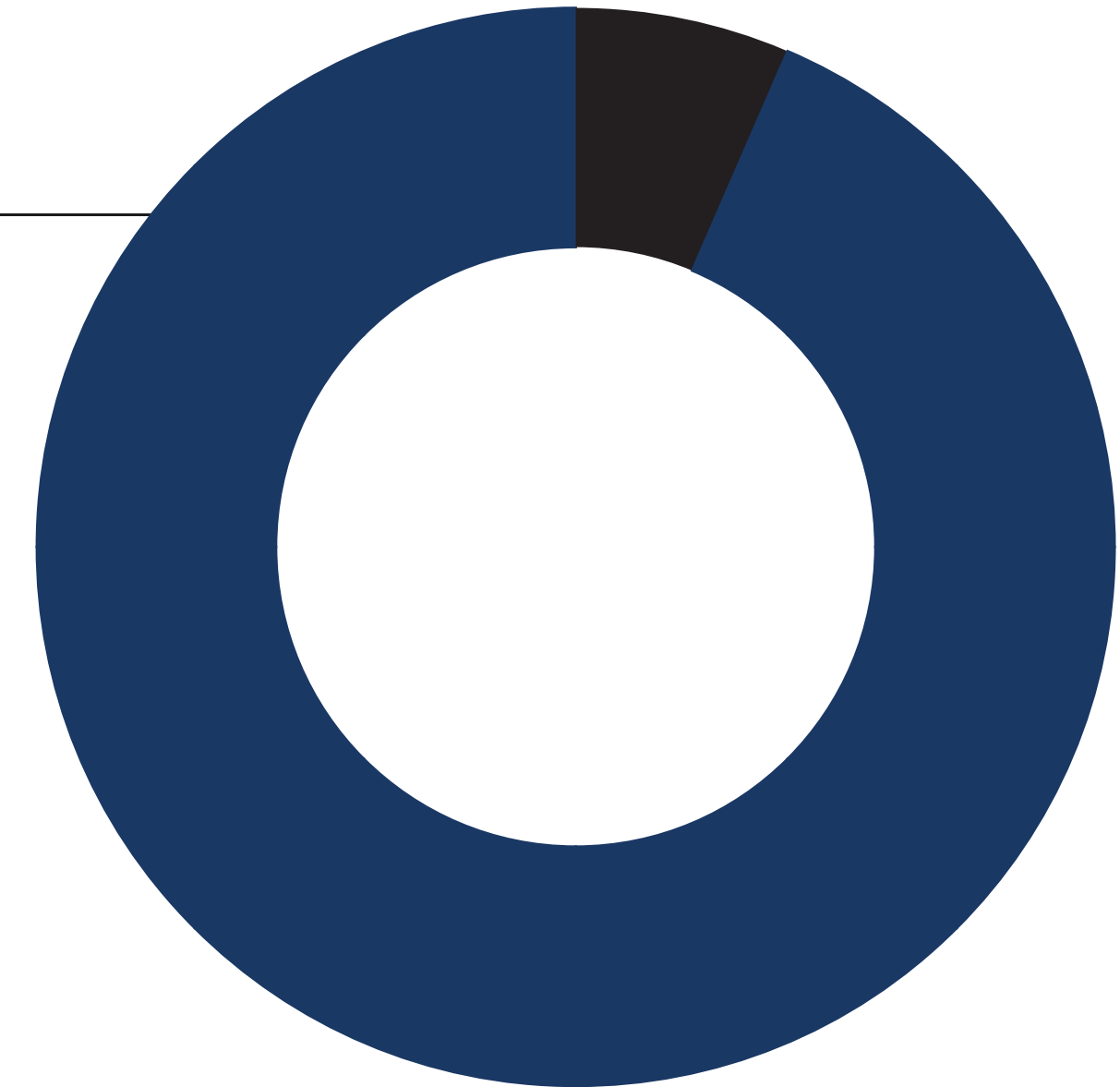
Our mission is your service satisfaction

From a force of field engineers, each with 1600 hours of training, 10 years average experience on Cytiva equipment, and a first-time fix rate of over 90%, we have some very satisfied customers.

Those satisfaction figures are not earned lightly. They result from a substantial annual tally of service visits, labor hours, and travel hours, along with the hard work of our experts and dedicated support team, who often sacrifice personal time to help solve our customers' challenges.

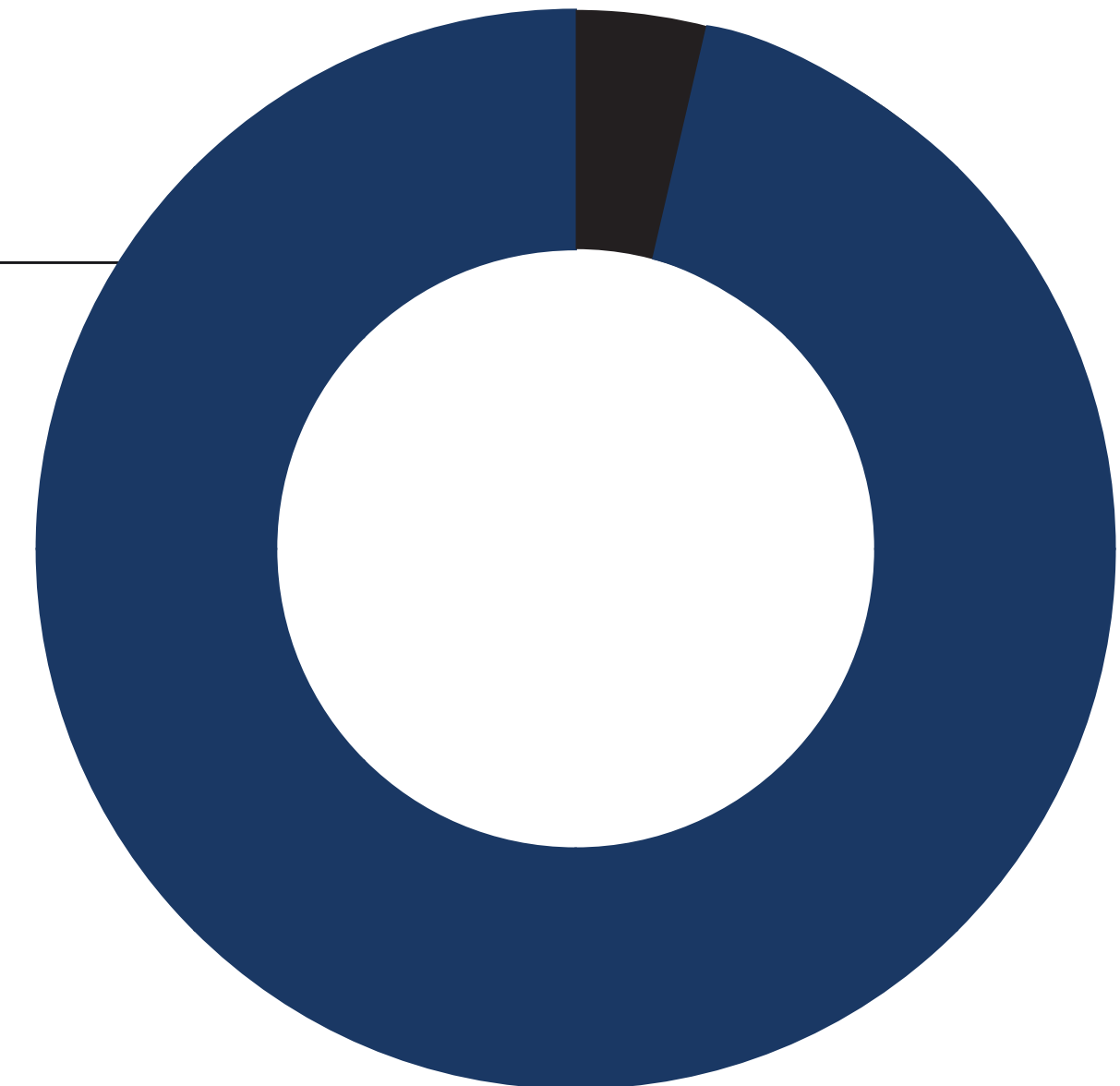
92%

satisfaction with services and support*



97%

satisfaction with field service engineers' expertise*



*Source: 2016 Customer Satisfaction Data



The Cytiva engineer quickly discovered a problem. He took the time learn the root cause and fixed that instead of fixing the symptom only. He displayed a vastly impressive knowledge of the instrument and even took some time to explain to me exactly what he was fixing and why, on a level that someone with no engineering background at all understood.

Thank you!"

—Large BioPharma customer, US





Many thanks to you and the Cytiva team for an excellent project. We have started to install the bioreactors and chromatography equipment in our manufacturing facility in Japan. The project is on time and on budget and our engineers were very complimentary of the FAT process and the high quality of the hardware. Cytiva clearly remains the leader in bioprocess equipment design, technology, and delivery."

—Large BioPharma customer, Asia



In our customers' own words

OptiRun service solutions help our customers achieve their desired scientific, operational, and financial outcomes. Here are some of the things they have to say.

Australia

"... was very professional and went out of his way to get the systems set up despite some complications due to ongoing renovations in the lab."

Canada

"The service engineer is really amazing! Very professional, competent and on top of that, nice!"

United Kingdom

"Customer support from Cytiva is second to none. Fantastic company to deal with..."

"The engineer was fantastic. Thorough and efficient and also very very helpful."

US Central/Southeast

"Service tech is always thinking ahead of what our needs are and is always helpful in making suggestions to keep our instrument running smoothly."

"The Cytiva team, both on the phone and on-site are great! Everyone involved really tried to help and I appreciate it."

US Northeast

"... Great technician - efficient and knowledgeable. "

"Sincere quick response and very friendly engineers/servicemen with professional expertise and willingness to go the extra mile to solve problems."

US West

"... had timely arrival and service completion, and product expertise and knowledge were very thorough."

"The service engineer was very thorough and knowledgeable. He was able to get the unit set up and operational in a short period of time."

"The field engineer was extremely thorough in the P.M. service. The unit had not been meeting specs for some time and he persisted until it was restored to peak performance."

cytiva.com/bioprocess

Cytiva and the Drop logo are trademarks of Global Life Sciences IP Holdco LLC or an affiliate. BioProcess, OptiRun, Predix, FlexFactory and KUBio are trademarks of Global Life Sciences Solutions USA LLC or an affiliate doing business as Cytiva.

DeltaV is a trademark of Emerson Electric Co. Wonderware is a trademark of Aveva. Rockwell is trademark of Rockwell Automation. All other third-party trademarks are the property of their respective owners.

© 2020 Cytiva

For local office contact information, visit cytiva.com/contact

CY12812-22Jul20-BR

