

Service solutions

OptiRun service solutions for research



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

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



PEOPLE

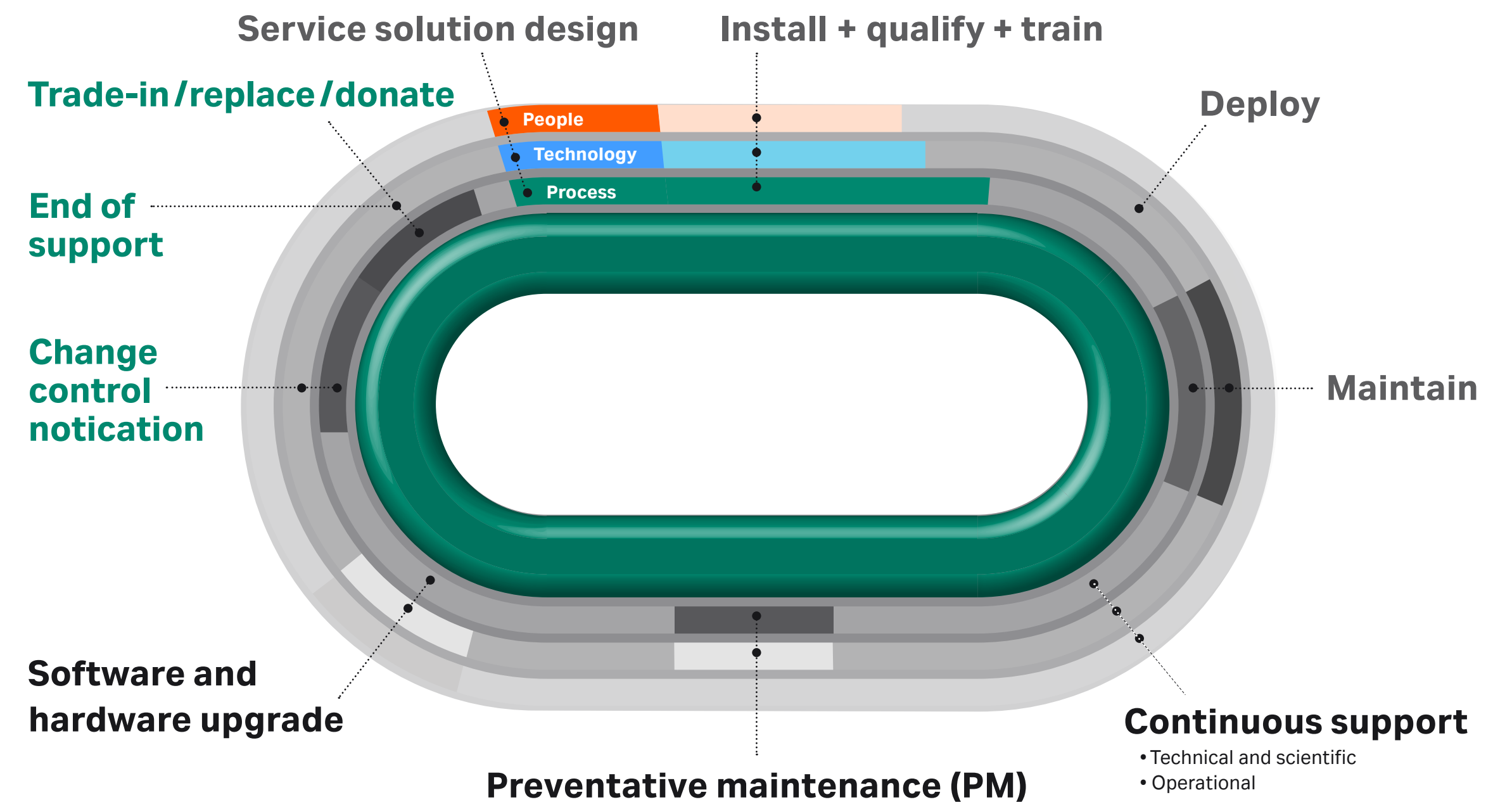
Scientific and technical support

- Rapid on-site response
- Resident engineer
- Application training
- Equipment training

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

OptiRun LifeCycle

Whether your assets are a single bench-top instrument or a complex multi-lab 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 research outcomes.



Scientific expertise

Designing and servicing complex life sciences 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 discovery, everything from cell preparation, to affinity chromatography, to high-quality characterization of molecular interactions.



Science
Application
Big data

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.

Software expertise

To optimize productivity and remove bottlenecks in the lab, we can assist you in everything from customized method writing and data evaluation to scientific support with full monitoring and troubleshooting capabilities tailored to your needs.

Compliance expertise

Our global presence gives us breadth as well as depth in regulatory knowledge and understanding.

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, calibrated, and configured. Our engineers are equipped with proprietary diagnostic and maintenance software. It allows them to interrogate your system, determine and perform detailed maintenance, and predict and replace any parts that may be likely to fail, optimizing uptime and reducing long-term costs. 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 offerings provide end-to-end support in all three areas, customized to your desired research outcomes.



People support



Technology support



Process support

Preventative maintenance

Preventative 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. In addition to full preventative maintenance, we also offer maintenance based on the condition of your system.

Quality parts

Our quality parts are essential to optimizing the productivity and long-term dependability of your assets.

We engineer and rigorously test all our parts to ensure that their specifications are aligned with our instruments.

Relocation support

Whether it's a single piece of equipment or your entire lab instrumentation, only our engineers and field application scientists have the training and experience needed to safely and effectively relocate your assets.

We can assist in planning, equipment labeling, dismantling, packing, decommissioning, recommissioning and setup, as well as provide any regulatory documentation required as part of the move.



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.



Rapid response

Unscheduled events such as equipment failure can be costly and disruptive. OptiRun service solutions provide a range of options depending on your needs. They include priority access to technical or scientific phone support and rapid response options for scheduling site visits.

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 research facility, our new innovative contract models now offer lab-wide coverage, along with more flexible methods of payment.

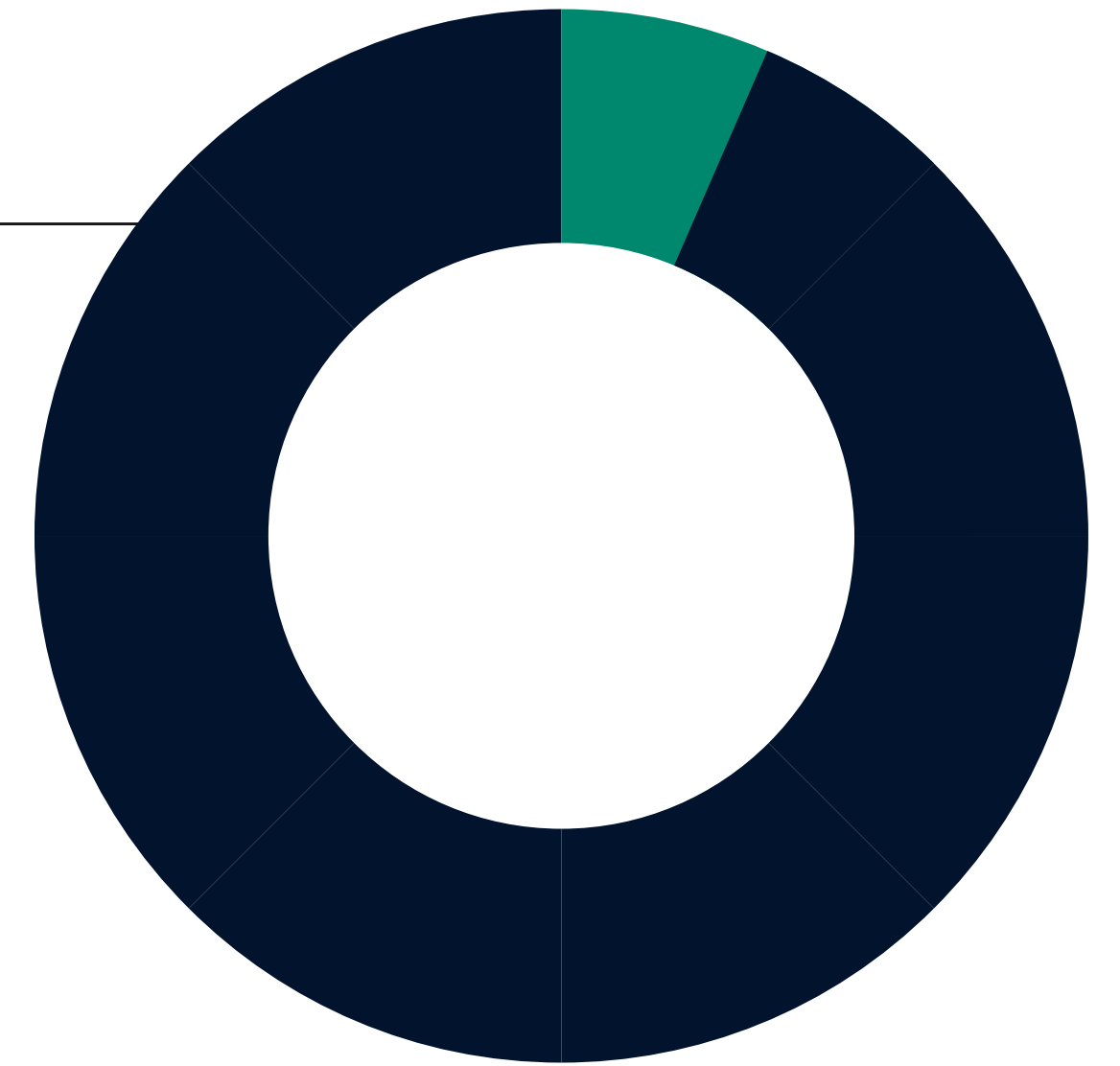
Our mission is your service satisfaction

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.

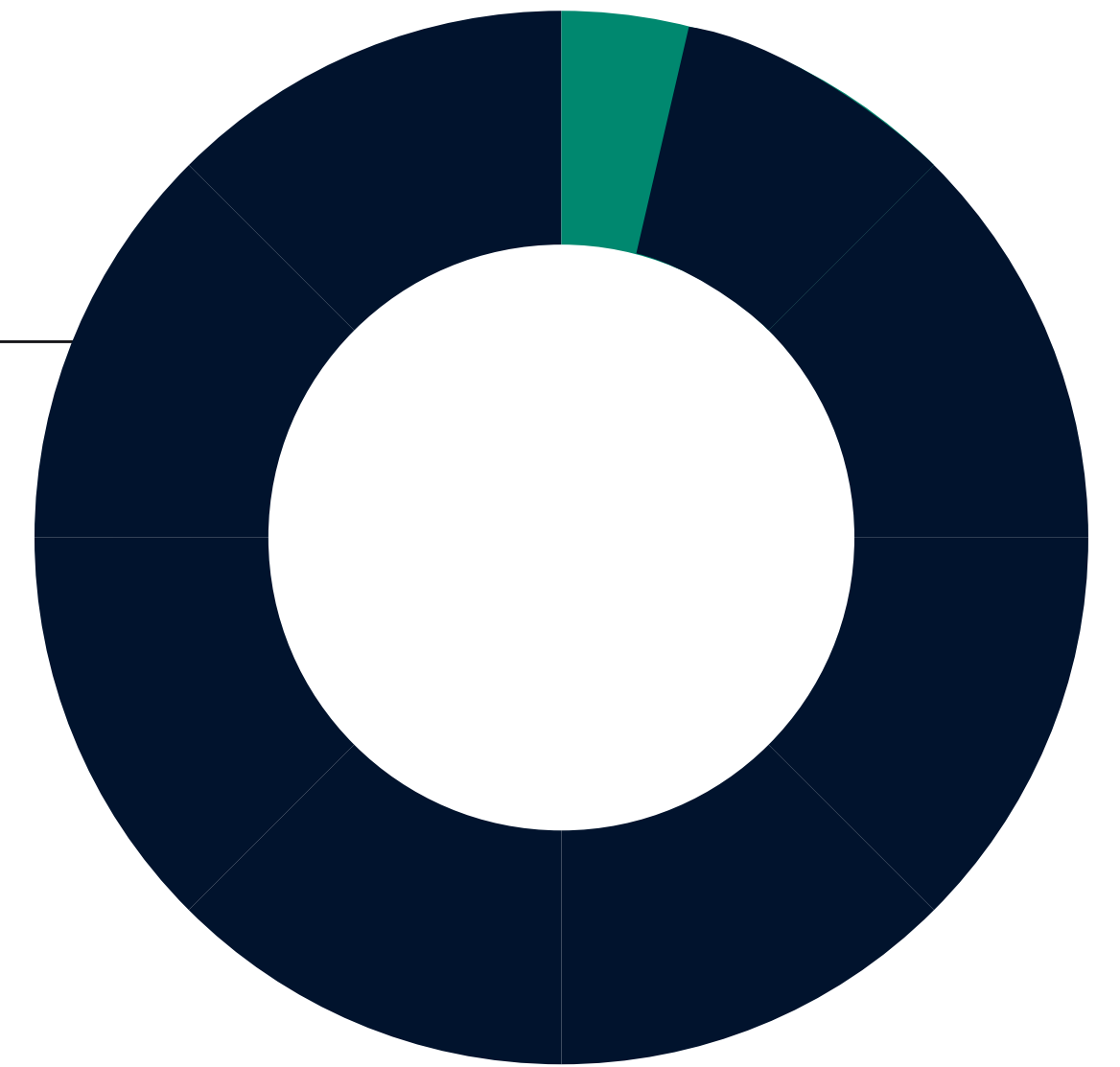
92%

satisfaction with services and support*



97%

satisfaction with field service engineers' expertise*



* Source: 2016 Customer Satisfaction Data



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

—Academic customer, UK





Our Cytiva service engineer is completely awesome. He is very responsive and knowledgeable and does his best to complete repairs in a timely manner. He really takes extra effort to get our old Typhoon™ running. He is smart to carry enough spare parts that he does not have to make multiple trips. We are a central facility with many users and he has been a big help to us over the years."

—Academic customer, US



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."

U.S. 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."

U.S. 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."

U.S. 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/service

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