

OptiRun™ bioprocess SiteCare

Driving outcomes at your
biomanufacturing site



Biomanufacturing — it's an industry of new promise and new pressures

Equipment is growing more complex; general expertise no longer cuts it. Deadlines are becoming increasingly shorter; response times must often be measured in hours, not days. The consequences of downtime are ever more severe, both in lost materials and in failure to meet market demand.

At times like these, it is critical to complement your in-house service team with the right external infrastructure and specialized expertise.



OptiRun™ SiteCare

Our new flexible service and support model is designed to minimize your downtime and maximize your operational and financial outcomes across your entire site.

It takes a 360° approach to service, optimizing the performance of your people, your processes, and your technologies from Cytiva. LifeCycle comes with new flexibility: it can be customized to all your needs and combined with any Cytiva care plans you already have in place. With new commitments: to accelerated response, including priority support lines and guaranteed response times, and with a new focus: on how best your in-house team can apply specialized expertise, along with innovative ways to buy access to that expertise.



TECHNOLOGY



PROCESS



PEOPLE

Comprehensive engineering support throughout your equipment's lifecycle

- Equipment installation
- Network installation
- Preventive maintenance and repairs
- Qualification services products
- Hardware and software upgrades
- Mail-in repair services

Data-driven consultation and support to optimize your entire workflow

- My Equipment, on-line equipment management
- Automation and networking support
- Change control notifications
- Spare parts advisory
- Health check
- Relocation support
- eShop and online purchases
- OptiRun™ Connect, remote equipment monitoring
- Remote support, OptiRun™ Assist and OptiRun™ View

Scientific and technical know-how so you're always at your best

- 24/7 phone support
- Rapid on-site response
- Resident engineer
- Scientific support
- Care and maintenance training
- In-house team support
- Equipment donation



Pooled
expertise

Rapid
response

FLEX
Hours

Built-in flexibility with SiteCare

We're introducing an entirely new model of service and support designed around a unique component — you

No two companies' biomanufacturing support and service requirements are the same. Unlike traditional service models, which are tied to specific assets and provide limited options, our new service platform is sitewide and can be customized to your unique needs.

Your priority may be repairs and maintenance, protecting against unforeseen system downtime, enhancing the skills of your in-house service team, or how to develop downstream processes that minimize the unit operations needed for maximum economy. Whatever your concerns, your SiteCare agreement can be tailored to address them, allowing you to access the type of expertise you need, where and when you need it.

Your agreement can also be combined with any asset-level services you already have in place, enhancing them with accelerated response.

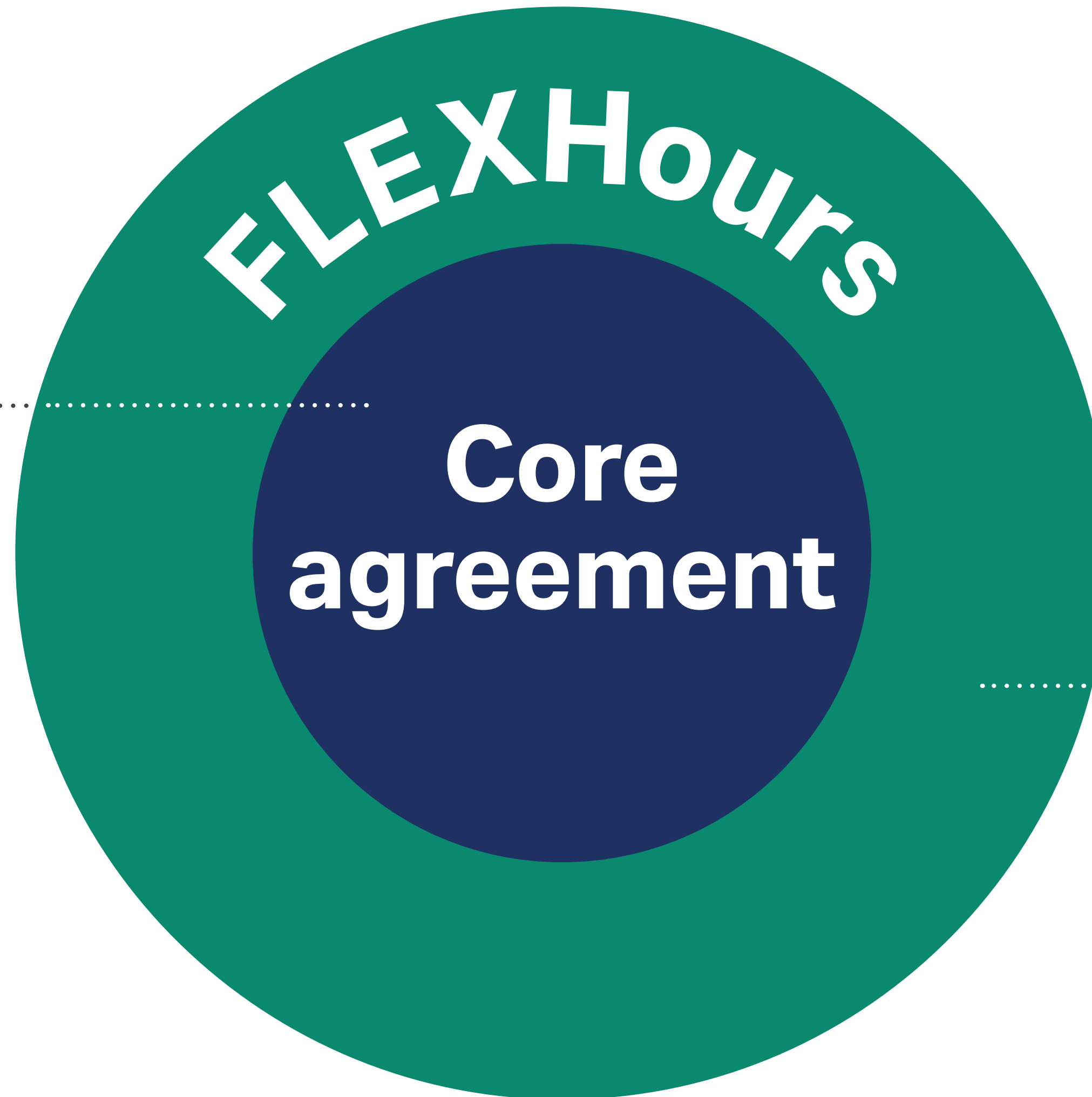
Unlike traditional models, with our new service model you pay for what you need, and not for what you don't.



Core agreement

Your core agreement guarantees response times and is customizable. It also includes additional core services.*

- Guaranteed response times
- Phone support response — 1 hour
- Quarterly Business Review scorecards
- Service management reports
- Parts Advisory services
- Change Control Notifications



FLEXHours

FLEXHours are an innovative and cost-effective way to pay for service and support, enabling rapid response by eliminating time-consuming paperwork and approval.

They can be bought in blocks of 25, 50, and 100 hours and applied sitewide, where you need them, when you need them.

Here are some of the many optional areas of expertise you may choose to access with FLEXHours, depending on your needs:

- Emergency repairs
- Maintenance services
- System qualification
- System health checks
- Technical training
- Dedicated on-site service engineer

* Core services may vary by customer and region. Please check with your local office.

Rapid response with SiteCare

We're providing new choices for those times when speed is of the essence. And when is it ever not?

As a core part of our new service and support platform, we're offering accelerated response times by the hour, day, or otherwise, depending on your needs.

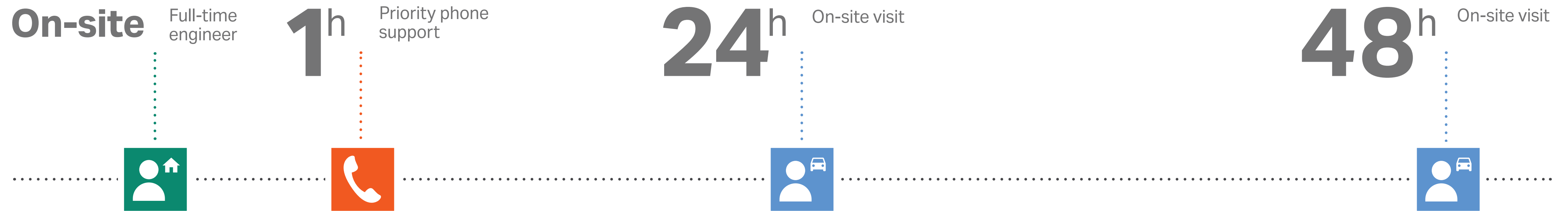
Often, a quick call is all it takes to resolve a system or equipment problem. You can choose priority access to technical phone support for such cases.

Our service engineers work remotely with you to troubleshoot hardware and software issues. Other issues may require specialized skills and diagnostic equipment. In these cases, our service engineers will schedule a visit to work on-site with you to get your system up and running again as quickly as possible. In 90% of cases, the problem is fixed on the first visit.

As an additional option, you can retain a Cytiva service engineer full time at your site to monitor and maintain your systems in optimal condition.



Accelerated response times*



Priority
response lines

Priority response lines are assigned to your SiteCare account for:

- Automation issues and instrument service
- Applications issues and scientific support

* Times may vary in your region. Please check with your local office.

Pooled expertise with SiteCare

We have over 50 years experience in the bioprocessing industry, along with technical expertise and service insights gained across the broad spectrum of Cytiva™ businesses.

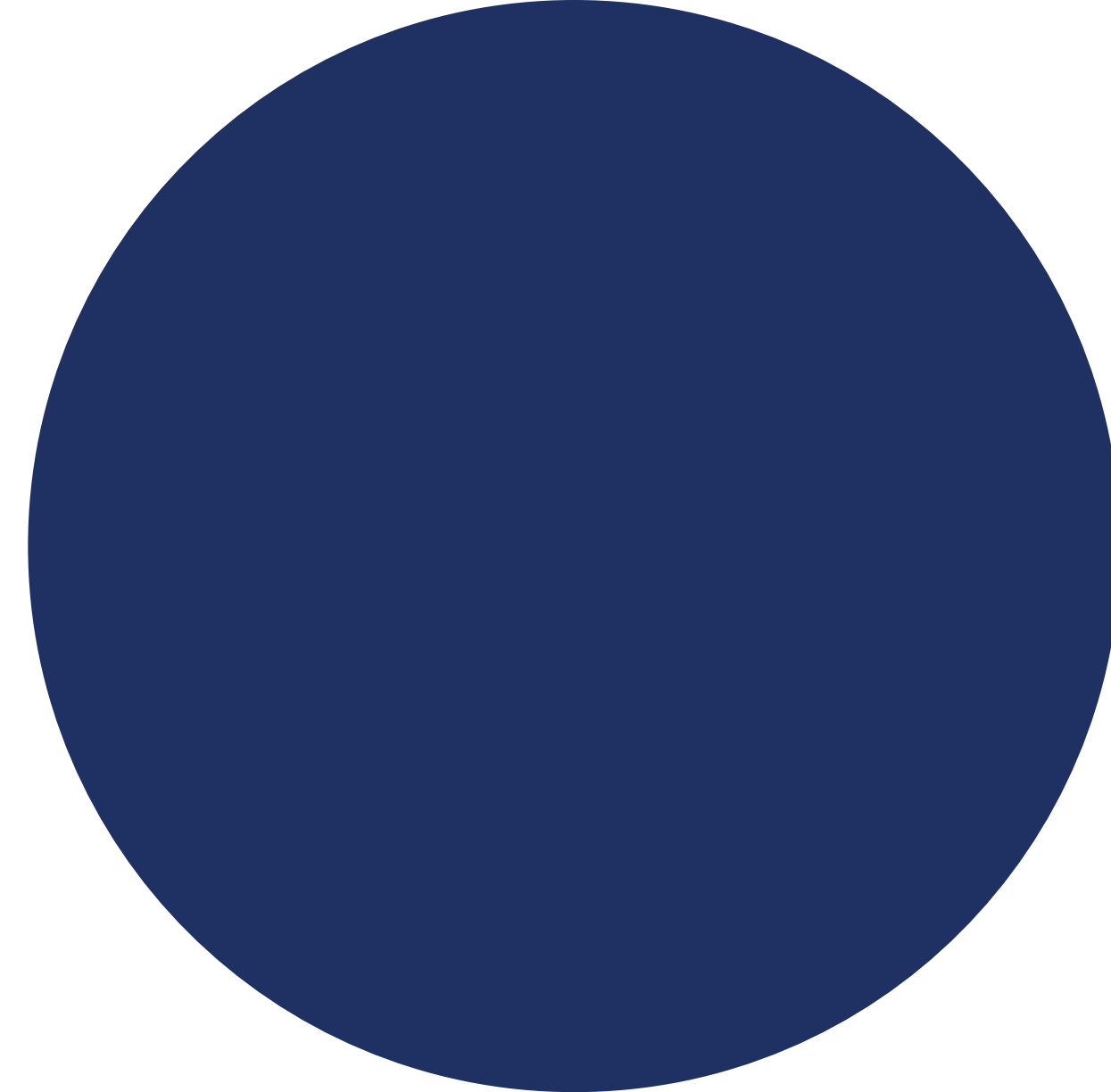
It represents the convergence of three kinds of understanding: process development, current good manufacturing practice (cGMP) manufacturing, and equipment, systems and factory engineering.

To capture that pooled expertise and complement the skill sets of your in-house team, we've developed proprietary diagnostic software and proactive, data-driven maintenance tools that maximize the productivity of your equipment throughout its Lifecycle by LifeCycle.

All of our bioprocessing systems are designed to give years of reliable development and production. However, regular maintenance and repair are essential to keep them functioning correctly. We provide expert advice and dedicated support at every step of the process, from installation to decommission.

Whenever trade-ins are appropriate, our equipment LifeCycle solutions team will assist with proposals suitable to your needs.

We're also happy to share our insights and expertise in the form of operation and application training, as well as in high-level consultative workshops to optimize your productivity with best practices.



Cytiva service field engineer

- Expertise
- Rapid response
- Parts Advisory
- Preventative maintenance

Customer based engineering

- Basic system understanding
- Training option



24x7 on call Cytiva engineer

- On call — 1 hour call back
- Expertise
- Assist remote fix

Peak performance with SiteCare

From maintenance scorecards to automation support, our new service model will optimize your efficiency, productivity, and compliance.

Parts Advisory service

Low inventories of critical parts could result in financial and production losses through costly, unnecessary, or unforeseen downtime. Our Parts Advisory service can help your in-house teams identify key components they need to stock for your Cytiva equipment.

Automation support

Automation is a critical part of any biomanufacturing production train. Cytiva offers flexible support to meet your service needs for automation software, both at the integrated level and for unit operations. We are experts in the industry's leading automation platforms, including DeltaV™ and WonderWare®. Along with our global network of automation partners, our specialized experts can complement your in-house team's expertise in everything from basic triage and trouble shooting to advanced tasks such as reports, code, and support with configuration.

System health check

Our system health check secures the health of any previously installed, aging Cytiva™ equipment. It identifies performance, maintenance, configuration, and compliance problems before they impact your critical operations. It includes a formal documented risk assessment of system condition, parts strategy, and maintenance regimen that supports regulatory compliance. A plan will be developed together with your service and quality teams to recommend a risk-based strategy to maintain, replace, or upgrade any aging equipment and its related software.

Technical training

Ongoing training is essential to ensure that your equipment functions correctly and is maintained appropriately to comply with regulatory guidelines. Nobody knows our systems better than we. We are happy to share our product knowledge and application insights with your in-house teams. We can tailor end-user operation training for any equipment to suit your needs.

Qualification and preventative maintenance

Regulatory authorities and quality management systems require equipment in a GxP environment to be qualified before use, and periodically evaluated to confirm that equipment is maintained in a compliant qualified state. Cytiva™ can provide comprehensive services that ensure your equipment runs correctly and meets regulatory and quality expectations throughout the LifeCycle of the equipment.

Maintenance scorecards

Our service management teams will perform regular maintenance performance reviews and provide detailed reports to help you identify root cause analysis and measure overall maintenance program effectiveness.

These service reports will generate recommendations based on predefined scorecards to help you measure calls volume, parts consumption, and FLEXHours usage.

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CY14219-27Sep23-BR

