



**LIFECYCLE**  
Asset  
Management  
Services

# Managed Maintenance

for guaranteed cost savings of 12%-20%

Are you faced with the challenges of reducing your overall maintenance spend, obtaining and maintaining an accurate inventory of laboratory instruments, consolidating vendor contracts to ease administrative burden, ensuring service entitlements are received and obtaining useful management reports for informed decision making?



## Beyond Savings

"It is so rare that we have a program that not only saves us money, but simultaneously improves the quality of our service. To be able to do those two things together is so valuable."

*Ed Dondero, Director of Facilities,  
Biogen Idec*

"... We ultimately decided that the Managed Maintenance program offered more extensive services, such as inventory management and on-site support, as well as greater opportunities for long-term savings."

*Tom Doberstein, Global Procurement,  
Rohm & Haas Company*

## Thermo's Managed Maintenance program is designed to:

- Guarantee cost savings of 12% to 20% through a fixed maintenance budget
- Enable continued use of your preferred service providers
- Obtain, maintain and control your laboratory instrument inventory
- Reduce your administrative burden by consolidating multiple support plans into one agreement
- Improve productivity of your lab personnel through optimal instrument performance
- Provide detailed business reports, along with online access to all your maintenance activity, for informed decision making

# Managed Maintenance

As the leading provider of Asset Management Services, Thermo Electron Corporation has the experience, proven results, and high client satisfaction rates to help you meet your objectives. With the largest installed base in the industry and the most comprehensive database of maintenance information, Thermo is best qualified to manage your enterprise-wide maintenance services.

## Features

### Financial Management

- Establish Fixed Maintenance Budget
- Cost Center Allocations

### Support Staff to Guarantee Program Success

- Dedicated On-Site Personnel
- On-Site Personnel Supported by over 200 Dedicated Asset Management Services Personnel

### LIFECYCLEAccess.com

- Secure Web-Based System
- 24 x 7 Access to Instrument / Equipment Lists, Change Requests, and Maintenance Activity Reports

### Asset Inventory Management

- Inventory Analysis and Verification
- Inventory Change Management
- Data Mapping to Client Software

### End-User Education

- Ongoing Education Sessions
- End-user Satisfaction Survey

### Management of PM's and Optional Qualification Services

- Scheduling & Delivery of PM's and Optional Qualification Services by Preferred Service Providers
- Completion/Pending Reporting
- Compliance Reporting

### Quality Review Services

- Field Service Report & Invoice Reconciliation
- Repair Coding & Data Creation
- Invoice Processing & Payment

### Vendor Management

- Vendor Education & Meetings
- Vendor Reports
- Vendor Satisfaction Survey

### Financial and Operational Reports

- Instrument List
- Invoice Expense Center Summary
- Maintenance Activity Report
- Data Analysis Report

## The Value of Partnering with Thermo

### Experience

- Most Trusted Asset Management Provider to the Pharmaceutical and Chemical industries
  - 12 of Top 20 pharmaceutical companies utilize Thermo's Asset Management Services
  - 4 of Top 5 chemical companies
- Proven Track Record
  - Life Science customers since 1997
  - Healthcare customers since 1979
- Focused on Customer Satisfaction
  - 100% customer retention rate with our Life Science customers since 1997
- Most Experienced Change Agent
  - Hundreds of successful Asset Management programs implemented
- Most Comprehensive Database
  - Approximately \$3B worth of assets covered by **LIFECYCLE** Asset Management Services
  - 30,000 instruments / equipment supported
  - 1,000 manufacturers represented
  - Over 60,000 invoices reviewed and processed annually
- Annual Savings in Excess of \$10M for our Life Science Asset Management Services customers

### Broadest Portfolio of Asset Management Services

- Multi-Vendor Services
- Disposition Services
  - Re-deployment
  - Sales
- Biorepository Services

### The Vendor Relations Advantage

- Thermo is the only Asset Management Provider with collaborative relationships with your preferred service providers
  - Over 75 OEM / ISO strategic relationships
- Dedicated Vendor Relations Department with the goal of improving services delivered to you by your preferred service providers

To find out why so many leading life and laboratory science companies, including many of the world's top pharmaceutical, biotech, specialty chemical and petrochemical companies, as well as universities, have turned to Thermo Asset Management Services to help them manage their assets, please call us at (800) 558-6377 and ask to speak with a representative.