

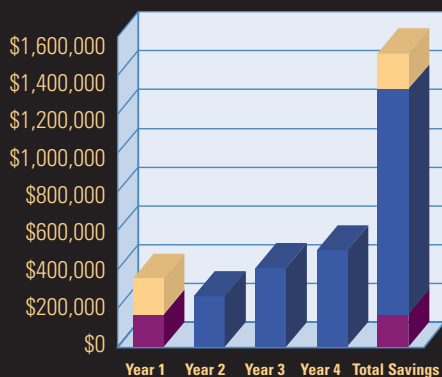
case study

biogen idec

Biogen Idec

LIFECYCLE Asset Management Services

Program Results



- Initial Program Benefits (Year 1)
- Cost Avoidance (Years 2 & 3)
- Accurate Inventory

“...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
Biogen Idec
Director of Facilities

Thermo's Managed Maintenance solution pays off for Biogen Idec

Company Overview

Biogen Idec Inc. is a global biotechnology leader with leading products and capabilities in oncology, neurology and immunology.

Customer Challenge

- To reduce equipment maintenance costs for over 1,000 instruments from 70 different manufacturers
- Consolidate millions of dollars worth of laboratory service contracts into one enterprise agreement
- Obtain an accurate asset inventory
- Maintain existing quality of service

Solution

- Guaranteed maintenance budget
- Continued use of their preferred service provider
- Control of their laboratory instrument inventory
- On-site manager to assist in daily program operation
- On-line access to all maintenance activity along with detailed business reports for informed decision making
- Virtual equipment depot for surplus inventory

Results

- Immediate savings of nearly \$184K (service contracts on non-existing assets)
- Four year savings of \$1.3M on maintenance costs – an annual savings greater than 15%
- Reduced administrative burden by consolidating multiple service contracts into one agreement
- Improved productivity of lab personnel
- Additional cost savings through the redeployment of idle assets

For additional information regarding Managed Maintenance, please call Thermo Asset Management Services' Director of Sales at 1-800-558-6377