



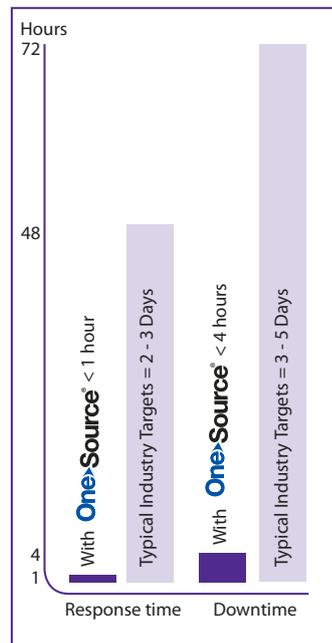
## A Consolidated Approach to Instrument Servicing

The consolidated approach to equipment maintenance and service from OneSource® continually drives laboratory efficiency. A dedicated on-site team drives down response times and increases instrument uptime, improving laboratory productivity.

With our ability to provide qualification documentation in the local language and a customised solution to meet the customer's needs, OneSource has facilitated 100% compliance during regulatory audits.

### The Challenge of Maintaining Multi-Vendor Equipment

Managing maintenance service and qualification of an array of manufacturers' laboratory equipment presented an ongoing challenge for the scientific team at Boehringer Ingelheim. Their fragmented instrument service approach required the coordination of many different OEM service providers and instrument downtime was affecting laboratory productivity.



“The OneSource concept from PerkinElmer allows us to focus on our work. Thanks to their experience as a manufacturer of laboratory equipment and a multi-vendor service provider, OneSource has proven to be the ideal partner for our equipment maintenance.”

Dr Ulrich Baumann, Boehringer Ingelheim Pharma GmbH & Co KG.

### How Efficient Service Delivery can Increase Productivity

Looking to increase laboratory productivity, the AQM (QC Chemicals) department selected OneSource to directly maintain and manage the service of all their laboratory assets. This consolidated approach freed up scientists' time, enabling them to focus on their analysis. The expertise and experience of the OneSource engineers deliver an instrument downtime of <4 hours, contributing significantly to improved laboratory productivity.

Having realised the benefits of increased laboratory productivity, Boehringer Ingelheim expanded their OneSource service programme to include the (AQO) (QC Pharma) department and now more than 1000 scientific assets are covered by a team of OneSource engineers at the Ingelheim site.

This high level of service is provided regardless of equipment manufacturer due to the multi-vendor skills of the OneSource engineers; developed and continually maintained through an extensive training programme.

### Customising Quality Documentation

Not all documentation provided by the OEMs was available in the local language, German, which can be a barrier when defending an audit. The OneSource quality team not only developed a quality manual tailored specifically to the needs of the site (available in both German and English), but also harmonised all the qualification documentation across all the OEM systems improving their performance during an audit.

### Company: Boehringer Ingelheim GmbH.

Size: Worldwide group of affiliated companies with almost 40,000 employees.

Business: A leading independent pharmaceutical research and manufacturing company, placing special emphasis on product development that improves quality of life for patients. Delivering value through innovation, the company develops pharmaceuticals for respiratory, cardiovascular and central nervous system diseases, amongst others.

Programme details: Corporate headquarters, Ingelheim, Germany.

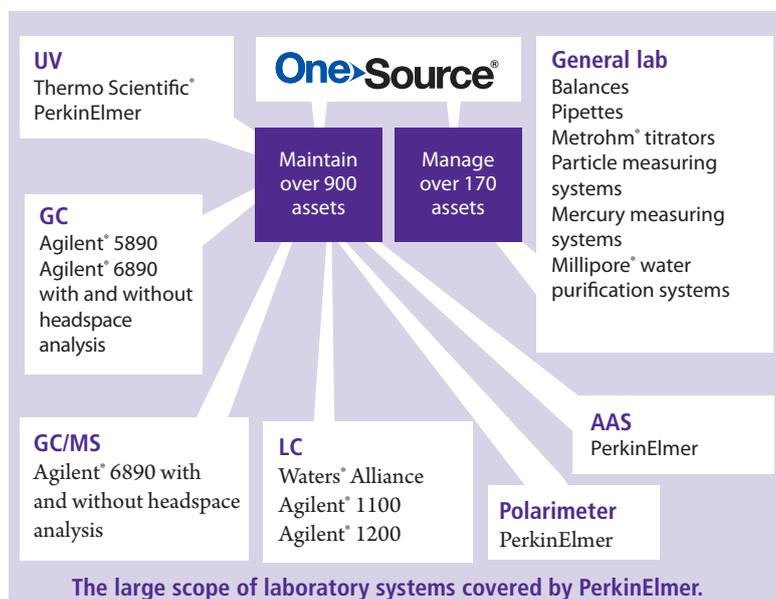
2005: Maintained 157 assets, managed 2 vendor service contracts (covering 5 assets). Total 162 assets.

2006: Expansion of OneSource service contract for a further 3 years.

2007: OneSource service solution extended to AQO (Analytical Quality Operations) department.

2008: Maintain 904 assets, manage 4 vendor service contracts (covering 172 assets). Total 1076 assets.

2008: Average OneSource instrument downtime <1 hour.



PerkinElmer, Inc.  
940 Winter Street  
Waltham, MA 02451 USA  
P: (800) 762-4000 or  
(+1) 203-925-4602  
[www.perkinelmer.com](http://www.perkinelmer.com)



For a complete listing of our global offices, visit [www.perkinelmer.com/ContactUs](http://www.perkinelmer.com/ContactUs)

Copyright © 2010, PerkinElmer, Inc. All rights reserved. PerkinElmer® is a registered trademark of PerkinElmer, Inc. All other trademarks are the property of their respective owners.