

More Time for Science: The Real Value of Managed Services

Managing Instruments: This Is What Matters Most

Pharmaceutical and biotech companies spend significant time and resources on nonessential tasks related to instrument management – contacting vendors to arrange preventive maintenance or repairs, on-site escorting, user training, and so on. Constant interruptions can distract scientists from their primary tasks.

PerkinElmer OneSource® Laboratory Services, a leader in managed services, offers comprehensive instrument life-cycle services that not only minimize or eliminate the requirement for OEM service contracts but also empower researchers to dedicate their full attention to their core function: advancing scientific discovery.

Streamlining Instrument Oversight

Managing instrument inventory, locations, and service histories can be complex for labs, especially with multiple sites and various vendors. Coordinating external vendors can disrupt schedules and productivity.

The OneSource Asset Management solution offers a comprehensive suite of services that include instrument onboarding, training, preventative maintenance, operational verification, failure triage/remediation, relocation, and, eventually, environmentally sensitive disposal.

On-site personnel can perform thorough lab-by-lab inventory audits to catalog instruments and assign passive RFID tags for future instrument inventory and location tracking. They also handle OEM service-contract purchasing and management, as well as on-site vendor escorting. These fundamental activities ensure that instruments are functional and qualified.

The OneSource Portal: Bringing It All Together

Managing hundreds or thousands of instruments across multiple labs, facilities, or geographies can be quite overwhelming. Just getting all instruments into a common database can be a challenge, and overseeing service contracts, repair history, and scheduled maintenance can result in inefficiencies in time and resources. You need instruments to be operational and to not worry about their availability to get your work done.

State-of-the-art tools designed to meet the needs of lab users are at the heart of a successful asset management program. The OneSource Portal is a cloud-based application that ties all of your instruments across locations into one convenient central repository.

With just a few clicks, the OneSource Portal allows you to:

- Easily schedule time on instruments
- Review comprehensive instrument history
- Request specific services

Additionally, it leverages robotic process automation (RPA) to enhance efficiency by automating steps that would otherwise involve multiple communications with various individuals.



More than Operational Costs Reduction

Partnering with a single provider can reduce OpEx costs and streamline operations, resulting in favorable pricing and an advantage in contract negotiations. If your services partner can manage all your instruments for the same cost as your current operational expenditure spend, it's certainly worth engaging because you'll benefit from the time saved for your staff. Furthermore, with an experienced partner like PerkinElmer OneSource Laboratory Services, you can not only keep costs in line, but also develop additional solutions that bring further enterprise-wide benefits.

OneSource[®] Laboratory Services' approach to instrument management is designed to return time to science by providing on-site administrators and engineers trained to service instruments. This allows you to reduce or eliminate OEM service contracts in favor of on-site support. Whether you're bringing new drugs to market or researching new sustainable solutions for food or materials, time is money. Reclaiming time and boosting productivity are key value drivers for larger organizations, and a managed services program can play a vital role in achieving these benefits. Reclaiming time and boosting productivity are key value drivers for larger organizations, and a managed services program can play a vital role in achieving these benefits.

Data-Driven Service Delivery: Efficient CapEx and OpEx Guidance

Without the right data, it's difficult to determine whether instruments are used efficiently and whether they require maintenance or replacement. This can result in wasteful spending and expensive OEM service contracts based on fear of failure rather than leveraging historic data.

OneSource Laboratory Services allows you to track instrument performance over time and benchmark it against similar instruments in other labs, enabling PerkinElmer to provide instrument support strategies based on industry-wide data sets. Plus, OneSource analysts are well versed in assessing instrument utilization. They can make recommendations on capital and operational expenditures and can help determine when it's time to retire instruments due to cost or frequent failure remediation.

Environmental, Social, and Governance: Aligning Corporate Goals and Behaviors

As your company aims to address environmental, social, and governance risks and opportunities as part of the business operations, it's essential to ensure that your managed services partner's efforts align and support your objectives. This partner should have ESG programs in line with yours, including a diverse workforce committed to eco-friendly practices.

For more than 85 years, PerkinElmer has maintained a forward-thinking, corporate philosophy. We are committed to empowering you to make a difference towards safeguarding the environment. Our instruments and solutions, including atomic spectroscopy, chromatography, mass spectrometry, molecular spectroscopy, elemental analysis, and thermal analysis, are sustainable by design and incorporate features to minimize maintenance, enhance instrument lifetime, reduce waste, and provide energy savings.

At the same time, the OneSource on-site service delivery model reduces the need for travel, resulting in a measurable reduction in greenhouse gas emissions. And the company's environmentally friendly instrument disposition service keeps instruments out of landfills, further reducing adverse environmental impacts.



What's Next: Asset Management and You

A managed services provider can help you meet your short-term goals, such as OpEx budgeting and centralization. However, a trusted partner goes beyond that, with a program designed to drive significant enterprise value through technology, services, and people.

By setting high expectations for managed service solutions, you can realize long-term financial benefits and improved efficiency. PerkinElmer OneSource Laboratory Services is committed to aligning with client outcomes, returning more time to science, promoting environmental sustainability, and providing innovative tools like the OneSource Portal and data analytics. That's why it's the preferred choice for many leading biotech and pharmaceutical companies worldwide.

Interested in exploring the full range of OneSource Laboratory Services?

DISCOVER MORE ►

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



For a complete listing of our global offices, visit www.perkinelmer.com/ContactUs

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