

Services

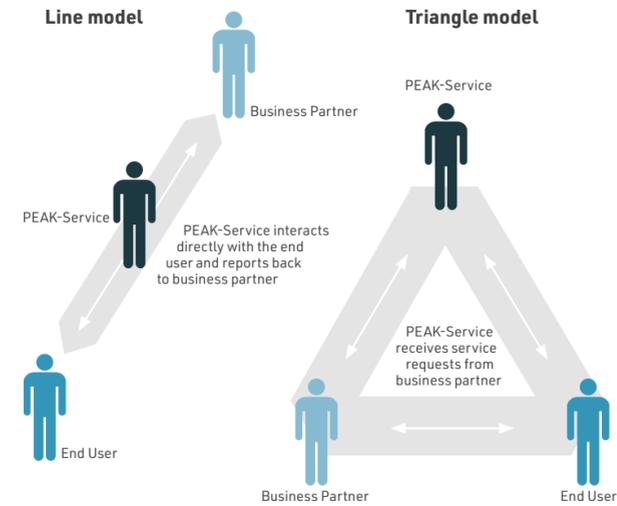
PEAK business models

More than 25 years of service experience. PEAK-Service has established a reputation and leading position as the global provider of technical services for medical, analytical and industrial equipment.

Our company's core is our team of highly qualified service specialists. They are trained in a wide range of technology, from generic lab instruments to advanced solutions in critical patient care.

Our technicians are supported by a strong back-office structure that includes a team of enthusiastic coordinators and administrators supported by powerful IT tools. Through our subsidiaries and partners, PEAK-Service serves you wherever you are.

PEAK-Service Interaction Models



Your Benefit: One Face to the Customer

PEAK-Service allows you to have one service partner with a global reach. We have established a global service infrastructure. This gives you a unique opportunity to work with a single-service partner who covers all of your service needs wherever you are.

PEAK-Service offers one process for its activities around the world. This process is anchored by our service management software system, which is accessible to you through a secure web portal.

This portal provides you with real-time access to information such as instrument status, parts in need of replacement, and the allocated engineer for service, as well as all of the corresponding service documentation.

In addition to full transparency in business relationships with our customers, PEAK-Service provides substantial savings in regulatory and quality assurance work (ISO 9001/13485).

We guarantee compliance according to the latest standards because we act on your behalf only and according to the agreed necessary quality documentation while performing service on your behalf.

- We are a one-stop solution provider with a global reach.
- Our services are aligned with your global standards.
- Reporting in accordance with the agreed and necessary performance indicators.

If you are already operating on a worldwide scale or expanding into new territory, PEAK-Service is here to be your partner.

Strategic Response to Staffing Issues

Entering into a strategic partnership with PEAK-Service allows you to cover the wide range of field service jobs to support your customers.

Our engineers and specialists complement your field service team and warrant needed coverage during all peak phases based upon market circumstances.

PEAK-Service provides the following services and support:

- Quick response time to your human resources challenges, with flexible work support.
- Routine maintenance tasks performed by our field service agents following your documentation and maintenance quality guidelines, leaving your experts free for high-value projects.
- Seamless service for your customers – our engineers and specialists act as your authorized and certified service partner, conveying your brand with your colors, logo, and additional documentation.

Covering Routine Work and Strategic Outsourcing

PEAK-Service provides an essential operational safety net for our clients. At the establishment of a partnership with us, we align our processes and agree on service levels with our mutual customers.

PEAK-Service covers peak service needs. Our engineers are already trained and certified for all manner of routine and emergency work and can be further trained on additional platforms where appropriate, easily integrated in your planning.

We are a strong partner for any strategic outsourcing of your service operations. PEAK-Service supports your outsourcing needs, providing specialists in documentation, logistics, and routine maintenance – when and where you need them.

- We provide scalable solutions to cover routine service and peak demand periods.
- We help you create an operational safety net that is aligned with your processes.
- We stand ready to support you, whether you need us to work with your field service teams or to take on an entire project.

Whether you need us to perform year-round routine work or to cover planned or unexpected service spikes, PEAK-Service is here for you.

Contact us to find out how our service solutions can support your next project.



Meeting Your Needs

Are you developing a new, innovative diagnostic device, but your engineers are struggling with their daily routine tasks and need support to meet their deadlines?

Do you need extra technicians to provide service calls to meet your customers' expectations?

Do you want to expand into a new regional market?

Do you need to upgrade your equipment in a defined timeframe?

PEAK-Service can provide solutions to these challenges and more, while providing your customers with seamless, integrated support. PEAK-Service provides support when you need it, during peak activity, but is flexible enough to adjust with your downtime.

About PEAK-Service

We provide:

- Management and integration of our global services to support your customers' business needs.
- Full-service documentation and integrated service management systems.
- Scalable service solutions from instrument support to customized professional services.
- Full compliance with your quality standards.



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One Face to the Customer

Global partner providing service solutions and outsourcing options for medical, analytical and diagnostic devices

Scaling new Heights

PEAK-Service is the leading global provider of technical services for medical, analytical and industrial equipment. We expand our clients' service outreach in their business regions, complementing and supporting their customer service teams.

PEAK-Service acts as your certified partner, providing customer service in line with your manufacturing standards and regulatory requirements.

We provide scalable service solutions that create synergies, allowing you to focus on your core businesses.

PEAK-Service establishes cost-effective partnerships with equipment manufacturers while ensuring the quality, accuracy and timeliness of results for their customers in diagnostic testing, healthcare, the pharmaceutical industry and academic & industrial research.