

PROFESSIONAL EXPERTISE AND KNOWLEDGE



# SCALING NEW HEIGHTS

WITH SERVICE SOLUTIONS FOR  
MEDICAL & DIAGNOSTIC  
EQUIPMENT



# MEDICAL & DIAGNOSTIC EQUIPMENT SUPPORT

PEAK-SERVICE OFFERS A WIDE RANGE OF EQUIPMENT SERVICES, SUPPORTING YOUR INSTALLED BASE FROM MARKET ENTRY THRU TO DECOMMISSION.

## TAILOR-MADE SERVICE SOLUTIONS

OPTIMIZE YOUR SERVICE DELIVERY MODEL BY CONFIDING CERTAIN STEPS OR EVEN YOUR ENTIRE EQUIPMENT SUPPORT TO US.





# EXPERIENCED SERVICE PARTNER

FROM IDEA CONCEPTION TO END OF INSTRUMENT LIFE SUPPORT, YOU CAN COUNT ON OUR INDUSTRY LEADING EXPERIENCE.

## COMPETENCE & EXPERTISE

WE PROVIDE RESOURCES AND CAPABILITIES FOR STRATEGIC PARTNERSHIPS AND COMPLETE LIFE CYCLE MANAGEMENT.



# SERVICE PORTFOLIO

## OUR TAILOR-MADE SUPPORT FOR YOUR NEEDS

Do you have peak demands for service work?

Are you considering outsourcing all or part of your instrument service support?

Do you want to optimize your service delivery model for cost, reach and effectiveness?

We understand there is no one solution that fits all our customer's needs. Our customized support is tailor-made specifically to your needs.

We offer flexible and affordable solutions to support your installed base of medical and laboratory equipment.

SERVICE PORTFOLIO  
TO COVER THE  
ENTIRE LIFE CYCLE



## PRODUCT DEVELOPMENT



- Product support plan creation**
- Product Support Requirements
  - Product Support Strategy

### Documentation Support

- Service Manuals
- Check Protocols (PM, IQ/OQ...)
- Reporting

### Establish Logistics and Warehousing

- Logistics R\*qq
- Warehousing for Equipment or Spare Parts

## MARKET ENTRY



### Product support plan implementation

- Responsibilities
- Required Teams

### Service coverage plan

- Market Needs
- Team size
- Service Trainings
- Technical Service
- Field Service
- Preparation of installation and customer training
- Demo Pool management & logistics

## UTILIZATION PHASE



### Establish and Execute

- Technical Support and Hotline
- Quality Management
- Spare Part Management
- Application Support
- Installation & customer training
- IQ/OQ Service
- KPI implementation
- Logistic support

### Continuous Usage Phase

- Preventive Maintenances & Repairs
- OQ Service & Performance Checks
- Updates, Upgrades & Safety Checks
- LIMS Support
- Loaner Support
- Refurbishments
- Spare part refurbishment and warehousing

## DECOMMISSION PHASE



### Professional Decommissioning

- Deinstallation
- Return Logistics
- Decontamination
- Disposal

### Replace with new systems

- Restart of life cycle of a new instrument

### Extended Support Options

- Continued service after OEM phase out



# GLOBAL AVAILABILITY

ONE SERVICE PARTNER WITH  
A GLOBAL REACH.

PEAK-Service has a well-established service infrastructure worldwide.

Our highly skilled specialists service 31 countries located in Europe, North America, Latin America, and the Asia Pacific regions. This gives you the unique opportunity to work with a single service partner who covers all of your service needs wherever you are.

Our local service organizations could support you not only with technical skills, but with the knowledge of local business challenges, regulations and culture unique to individual countries.



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