



## Expertise in multi-vendor mass spectrometry servicing increases sample throughput

At Minerva Scientific, Mass Spec (MS) instrument performance and uptime are critical to maintaining the high sample throughput required to meet their customers' needs, and differentiate themselves from other contract testing laboratories. Using the specialised MS service capabilities of

OneSource Laboratory Services, they can maintain their competitive edge by keeping their MS instrumentation running at optimal levels.

### Understanding the Needs of Independent Testing Laboratories

To maintain a competitive edge, independent testing laboratories are under ever increasing pressure from clients to reduce project turnaround time, whilst maintaining the quality and integrity of their data.

For Minerva Scientific, failing to meet a customer deadline due to an instrument going off-line is simply not an option. That's why working with a service provider who understands their requirements is key. A provider who can respond promptly to instrument breakdowns, repairing them quickly, ensures laboratory productivity is maintained and that customer commitments are met.

“Recognising that the servicing of MS systems requires specialist skills, we rely on OneSource from PerkinElmer for this capability. They provide breakdown cover for our high demand MS systems, maximising laboratory productivity.”

Mr. Ian Brown, Technical Director at Minerva Scientific, UK.

### Overcoming a Service Challenge

Minerva Scientific, who are recognised for providing the highest standards in testing and consultancy to the pharmaceutical industry, use a range of analytical instrumentation from ubiquitous LC, GC and IR systems to more specialised LC/MS and LC/MS/MS systems. Minerva Scientific requires this broad scope of instrumentation to offer breadth of service to their clients which in turn provides them with a servicing challenge; the MS instruments require specialist skills to service and repair.

### MS System Uptime Critical to Productivity

If MS systems in operation 24/7 breakdown, work has to be transferred to an alternative system, if available.

This can impact customer deadlines as sample throughput is reduced due to the need to transfer methods to back up instrumentation. PerkinElmer provide Minerva Scientific the assurance that instrument uptime is maximised through their service cover, at a more competitive price, to ensure that customer deadlines are met.

### Control Your Service Costs With OneSource

Work with OneSource to leverage economies of scale in equipment servicing and qualification. The consistent reporting and documentation across all manufacturers and technologies gives you full visibility and traceability.

Standard instrumentation along with specialised MS systems can be covered by OneSource, providing further scope for cost savings.

### Company: Minerva Scientific, Independent Testing Laboratory

**Size:** Founded in 2002, turn over approaching £1 million and >100 clients across UK and Europe

**Business:** Consultant analysts to the pharmaceutical industry. Working to GMP, Minerva Scientific offer fully compliant facilities, which are regularly audited by the MHRA. They provide expertise in a full range of analytical services including product release testing, QA, stability testing and analytical method development and validation.

### Programme details:

**2003:** Maintained PerkinElmer GC/MS system.

**2007:** Contract extended to include API 150™, API 300™ and API 3000™ systems.

**2008:** Contract extended to include API 2000™ system.

**2009:** Service contracts renewed.

**2010:** Service contracts renewed.